



*PCMCU has some newer faces! With retirements and staffing needs we continue to hire great people to join our People Caring More team. A lot of effort is put into choosing the right teammates that will fit into our culture and provide care for our members.*

*Monica and Selena both have advanced since they started in the past few years. They are a great part of our team, working to go above and beyond each day to make a difference for you.*

*PCMCU has made a commitment to answer every call that comes to us during our business phone hours of Mon-Fri 8am-5pm. Member service is not just something that we say is important, we set our standards high. Monica and Selena are shining stars!*



**Monica Thoney - 1 year  
MSR Team Lead**

Monica's day is full of working with members in both the lobby and over the phone, verifying paperwork and helping answer questions, especially around new products and services.

Monica grew up in Kingsford, Michigan. She moved to Stephenson to live with her husband, Josh. They just got a new puppy in May!



**Selena Readinger - 3 years  
Member Experience Specialist**

Selena's day is all about helping our members with e-services, debit cards, and concerns related to fraud.

She grew up in Medford, Wisconsin and currently lives in Green Bay. She is going to college at UWGB for Finance. In August, she was married to her husband Jonathan. She has 1 older brother, 1 older sister, and 2 younger brothers-in-law.

Her friends would say she is kind to everyone! Her co-workers also say she will go the extra mile to make sure a member is happy to always work with PCMCU.

Monica said, "My job is very rewarding and I love the people I work with. Come visit me in the Marinette office and I will be happy to help you!"

Her supervisor shared, "Monica is very knowledgeable and always willing to help others. She has GREAT member service skills and is always eager to learn more by taking on new tasks. We are so happy she is the MSR Team Lead in the Marinette office!"

Her friends would say she is a caring and compassionate person and there to listen when you need someone to talk to. Her co-workers share that she is always in a good mood, smiling, and willing to help.

Selena shared, "I love being able to problem solve with members and co-workers to fix issues they are having. I want them to leave the conversation feeling a lot better than when it started."

Her supervisor shared, " Selena is a great addition to our Member Experience Team. She came to PCM with prior credit union experience and thrives here. She continues to grow her knowledge and troubleshooting skills everyday to help better serve our members and train other employees. She practices our People Caring More philosophy daily, always ready to help. Thank you, Selena, for all of your hard work and dedication."

*The average length of employment for our staff at PCMCU is 8 years and 14 years for our leadership team. Watch for more of these connections in the coming months.*

*We are real people just like you, with a passion to impact your life!*

VALUED DEDICATED PASSIONATE UNIQUE TALENTED RESPECTED ENTHUSIASTIC TRUSTED

**PCMCU Culture CARES**

Connecting Us with YOU!

[www.pcmcu.org](http://www.pcmcu.org)

