



Community Engagement Officer – Independence, Ohio

At Century Federal Credit Union, people are at the heart of everything we do—both the members we serve and the employees who make that service possible. We are proud to foster a workplace culture built on integrity, collaboration, and innovation, where every team member is valued and encouraged to grow. We believe work should be meaningful, purpose-driven, and joyful. Together, our teams help ensure the credit union's strength, transparency, and regulatory soundness while continually finding better ways to serve, support one another, and make a positive impact.

The Community Engagement Officer is responsible for developing, implementing, and managing community outreach initiatives that increase awareness of Century Federal Credit Union's brand, mission, products, and services. This role serves as a key ambassador for the organization by building relationships with community organizations, schools, local businesses, nonprofit partners, and community leaders. The Community Engagement Officer promotes financial wellness, supports membership growth, enhances the credit union's reputation, and advances the organization's strategic community impact objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Community Outreach & Relationship Building

- Serve as a primary representative of the credit union within the communities it serves.
- Develop and maintain strong relationships with community organizations, schools, chambers of commerce, nonprofits, and local businesses.
- Identify opportunities to strengthen the credit union's visibility and community presence.
- Attend community events, networking functions, and outreach activities on behalf of the credit union.
- Represent the credit union professionally and consistently in alignment with organizational values.

Financial Education & Community Impact

- Coordinate and deliver financial wellness education programs for members and community groups.
- Develop presentations, workshops, and educational materials addressing budgeting, credit, savings, homeownership, and financial literacy.
- Support financial empowerment initiatives targeted toward underserved populations.
- Measure and report outcomes of community impact and financial education efforts.
- Complete your CCUFC (Certified Credit Union Financial Counselor) certification within two years.

Membership Growth & Business Development

- Partner with retail, business development, and marketing teams to identify opportunities for membership growth.
- Assist in developing and nurturing Select Employee Group (SEG) relationships and community partnerships.
- Generate referrals and connect individuals to appropriate products and services.
- Collaborate with branch teams to support community-based membership acquisition strategies.
- Track and report on community engagement activities and resulting membership pipeline.
- Open new share accounts, conduct needs-based conversations to recommend appropriate products such checking, savings, CDs and all loans ensuring accuracy and compliance with BSA/CIP/KYC requirements.

Community Partnerships & Sponsorships

- Identify and recommend sponsorship, donation, and volunteer opportunities aligned with strategic priorities.
- Coordinate community sponsorship activities and ensure effective utilization of sponsorship investments.
- Represent the credit union at community events, local business partnerships, schools, and civic organizations to build brand awareness and drive member growth.
- Manage relationships with nonprofit organizations and community partners.
- Represent the credit union at community events occurring outside standard business hours, including evenings and weekends (festivals, fairs, sponsorship activations, chamber mixers, etc.).

Employee Volunteer Program Support

- Coordinate employee volunteer activities and community service initiatives.
- Promote employee participation in community engagement opportunities.
- Track volunteer hours and community involvement outcomes.
- Support the organization's corporate social responsibility efforts.

Marketing & Communication Support

- Collaborate with marketing and communications teams to promote community engagement activities.
- Contribute content for social media, newsletters, website updates, and public relations initiatives.
- Help ensure consistent messaging across community outreach efforts.
- Support event planning and promotional campaigns.

Reporting & Administration

- Maintain records of outreach activities, partnerships, event participation, sponsorships, and community impact metrics.
- Prepare regular reports on community engagement efforts and outcomes.
- Monitor outreach budgets and ensure responsible stewardship of resources.
- Recommend improvements to community engagement strategies and programs.

REQUIRED KNOWLEDGE

- Minimum of 3-5 years of experience in community relations, outreach, business development, marketing, nonprofit engagement, or financial services.
- Experience within a credit union, banking, nonprofit, or mission-driven organization preferred.
- Demonstrated success building partnerships and managing community programs.

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong relationship-building and networking skills.
- Excellent public speaking and presentation abilities.
- Knowledge of financial wellness and financial literacy concepts.
- Strong written and verbal communication skills.
- Ability to work independently and manage multiple priorities.
- Strong organizational and project management skills.
- Ability to analyze community impact metrics and program effectiveness.
- Proficiency with Microsoft Office applications and CRM systems.
- Ability to work flexible hours, including occasional evenings and weekends.
- Strong organizational and follow-up skills.

EDUCATION/CERTIFICATION

- Bachelor's degree in Communications, Marketing, Public Relations, Business Administration, Community Development, Education, or related field preferred.
- Equivalent combination of education and experience may be considered.
- Certified Credit Union Financial Counselor certification preferred or will be required to be obtained within two years of appointment.

The successful candidate must meet and comply with all requirements set forth in the SAFE Act, including, but not limited to successful completion of the required background check, drug screen, and satisfactory credit score.

Century Federal Credit Union offers competitive pay, a full range of outstanding benefits including tuition reimbursement, opportunity for advancement, and work/life balance.

We, at Century Federal Credit Union, believe that by valuing the differences among us, we demonstrate our commitment to treating all of our employees and members with fairness, dignity and respect.

We are an Equal Opportunity Employer

