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Consumers Credit Union Names Kim Ferris Cambridge Office Manager

KALAMAZOO, MICH—Kim Ferris was recently promoted to office manager for Consumers Credit Union’s Cambridge office, located at 2315 Cambridge Drive, Kalamazoo. Her priority is to ensure members receive superior service and that financial needs are fulfilled. Ferris oversees both consumer and business lending for the branch and handles business development for the surrounding Milwood area. Creating a new and revitalized approach to business development for Milwood is an integral role for Ferris, especially as the office relocates to its new Portage Road location in 2012.



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“I’m excited to help Consumers grow while providing the absolute best member service,” says Ferris. “I’m familiar with many Kalamazoo and Portage area businesses, having had the privilege of serving them during my prior work experiences.”

She previously worked for Bank One, Portage Commerce Bank, and Irwin Union Bank, where, in a career spanning more than 30 years, Ferris handled all facets of consumer and business lending. She also managed several retail offices for Bank One, was a BSA (Bank Secrecy Act) officer, security officer, and more recently, a cash management officer.

Other accomplishments include earning an associates degree from KVCC, certification from Bank One's Managerial-Supervisory College, and the Michigan Bankers Association in commercial lending. Both work and life experiences have made it possible for Ferris to transition seamlessly into her new role at Consumers.

"I've been involved in business lending for most of my banking career," she adds. "I love working with businesses no matter what growth stage they're in, but it's really exciting to be part of their early growth – when a line of credit or mortgage can be the catalyst for helping their business take flight."

Not only is Ferris excited to work with area businesses, she's eager to develop her staff's inner potential. "We have a dedicated group (of employees) at Cambridge; it's rewarding to see them grow their skills and offer even more personalized service." Ferris also says that she's never seen such a devoted team than what the Consumers' philosophy attracts. "Members leave our office with a feeling of security and satisfaction, just like banking was 30 years ago, but with the latest in technology and product offerings."

She is married to Pat Ferris who owns Ferris Glass Company, and has lifelong roots here in West Michigan. During the summer, Ferris and her family enjoy boating, and when winter arrives, they like traveling to warmer destinations such as the Caribbean.

Ferris has been a Rotary Club member for 18 years (and has served as past president) and supports local charities, including Hospice, United Way, and the American Heart Association.

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Consumers Credit Union is headquartered in Kalamazoo, Michigan. With more than \$350 million in assets, Consumers has experienced 20% average growth for 26 consecutive years. Established in 1951, Consumers serves individuals and businesses through 13 offices and more than 200 ATM locations in Kalamazoo, Portage, Lawton, Coldwater, South Haven, and Holland. For details, visit www.consumerscu.org. Editors, please refer to Consumers Credit Union in short as Consumers, rather than CCU. Thank you!