



Interra Credit Union Promotes Shawna Koontz to Assistant Vice President, Human Resources Operations & Benefits Manager

IMMEDIATE RELEASE, March 5, 2025 – Andy Marshall, Chief Operating Officer, EVP, is pleased to announce the promotion of Shawna Koontz to Assistant Vice President, Human Resources Operations & Benefits Manager. Koontz, a highly respected member of the Interra team, brings more than 20 years of experience in Human Resources across diverse industries.

In her new role, Koontz will oversee the Human Resources Operations team, including key areas such as onboarding and offboarding, employee relations, leave management, policies and procedures, payroll, Human Resources systems, and benefits. Before this promotion, Koontz served as Senior Human Resources Consultant Lead, where she played a pivotal role in advancing Interra’s Human Resources initiatives and enhancing employee services.

“I am excited for the opportunity to strengthen relationships with Interra leaders and employees,” said Koontz. “My focus will be refining our existing Human Resources processes, ensuring they remain efficient and effective while continuing to provide exceptional service as we move into 2025.”



Shawna Koontz

Koontz began her career in the healthcare industry, later transitioning into Human Resources management roles in agriculture, engineering, and construction. Her experience also includes serving as a manager at a long-term care facility, where she managed all aspects of human resources for 200 employees. This hands-on role taught her the importance of efficient processes to ensure the accuracy and timeliness of Human Resources functions. Koontz’s approach to building strong, trusting relationships with staff on all shifts was a defining factor in her success, demonstrating her commitment to valuing and supporting employees.

At Interra, Koontz has made significant contributions, including leading efforts to enhance the UKG system—Interra’s human resources integration platform. Her work on projects such as Document Manager and People Assist/HR Help has been instrumental in automating processes, streamlining operations, and improving efficiency across the organization.

Koontz holds a Bachelor of Business Administration in Human Resources from Western Michigan University and is certified as a SHRM-CP (Society for Human Resource Management - Certified Professional).

Outside of work, Koontz resides in Sturgis, Michigan, with her husband, Jay, and two adult daughters, Olivia and Sophia. She enjoys attending live music events, following sports, and spending time at the lake with family and friends during the summer.



About Interra Credit Union.

Interra Credit Union, headquartered in Goshen, Indiana, was chartered in 1932 and has assets of \$1.8 billion. The credit union's field of membership spans 24 counties in northern Indiana, with more than 325 full and part-time employees serving nearly 90,000 members. Interra currently operates 16 offices in Elkhart, LaGrange, Kosciusko, Marshall, and Noble counties in Indiana and via robust electronic services at interracu.com.

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