

Heather Morgan, PHR

Vice President, HR Operations
Citadel Credit Union
Exton, Pennsylvania

Heather Morgan is an accomplished Human Resources leader with more than 20 years of progressive, innovative experience. Since beginning her HR career in 2004, she has held a broad range of roles—from Recruiter to HR Business Partner—building deep expertise across the full spectrum of human resources.

Heather joined Citadel Credit Union in 2015 and currently serves as Vice President of HR Operations. In this role, she leads the organization's benefits, employee engagement, and inclusion strategies, helping to foster a culture where employees feel supported, valued, and empowered. She oversees critical HR functions including benefits and leave administration, wellness, payroll, employee relations, and enterprise engagement initiatives, ensuring seamless service delivery across the organization.

Known for her focus on continuous improvement and operational excellence, Heather ensures that HR programs are delivered with accuracy, compliance, and a strong commitment to the employee experience. She is passionate about creating meaningful, people-centered solutions that have a lasting, positive impact on employees and the organization.

Heather earned her Bachelor of Arts in Speech Communication, with a minor in Biology, from Shippensburg University, and holds her PHR certification.

A dedicated Philadelphia sports fan, Heather enjoys traveling and spending time with her husband and their two Bernedoodles, Dublin and Barley. She resides in Sinking Spring, Pennsylvania.