Position description Information: General Electric/GE Fleet Services

<table>
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<tr>
<th>PD#</th>
<th>4676</th>
<th>Business/Program: GE Commercial Finance, Capital Solutions</th>
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</thead>
<tbody>
<tr>
<td>Position Title:</td>
<td>4676-Customer Support Specialist</td>
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<tr>
<td>Minimum GPA:</td>
<td>2.5</td>
<td></td>
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<td>Function:</td>
<td>Other</td>
<td></td>
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<tr>
<td>Degrees:</td>
<td>Bachelors</td>
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<tr>
<td>Graduation Dates:</td>
<td>December 2006 or Spring 2007</td>
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<td>Majors:</td>
<td>Business, Liberal Arts, Psychology</td>
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<td>Current School Level:</td>
<td>Senior</td>
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Summary:
GE Fleet Services is a global fleet leasing business with over 1.4 million cars, trucks and vans under lease and service management in the U.S., Europe, Canada, Mexico, Japan, Australia and New Zealand. Beyond financial leasing, Fleet Services provides total fleet management services to over 70,000 customers ranging from small and regional businesses to Fortune 500 organizations across all industries. Headquartered in Eden Prairie, Minnesota, GE Fleet Services has $10 billion in assets and employs over 3,000 employees worldwide in 23 locations. GE Fleet Services provides products and services that focuses on the entire lifecycle of a vehicle: financing; selection and acquisition; tax, title and licensing; and operating expense management. The company offers integrated strategic fleet management programs, such as maintenance management, accident and prevention services, electronic fuel card, registration renewal, expense and management reporting, discount purchasing, fleet management outsourcing and web-based fleet management tools.

GE Fleet Services is a unit of GE Capital Solutions. With over $217 billion in assets, GE Commercial Finance, headquartered in Stamford, Connecticut, offers businesses around the globe an array of financial services and products. GE is a diversified technology and services company dedicated to creating products that make life better.

Position Description:
Provide support to customer fleet managers by acting as the Single Point of Contact to ensure that we deliver effective customer service.

- As the single point of contact, act as liaison and/or advocate with Fleet operations and services for assigned customers to ensure customer requirements are met by providing a closed loop process.

- Work with the assigned Account Manager to determine account strategy, provide ongoing feedback, identify sensitivities, provide ongoing evaluation of fleet products and services within the context of the customer's service needs, and reinforce product opportunities consistent with the customer's Strategic Account Plan.

- Manage exceptions to ensure processes/requests align with contractual terms and
conditions requiring an intimate understanding of customer expectations, GE standard operating procedures and deal economics.

- Proactively provide the customer with cost-saving and process improvement opportunities, including suggestions from other Fleet areas such as fuel, national account utilization, rentals, and idle assets, to ensure the cost-savings or process improvement is realized by the customer.

- Support the customer ordering process by creating replacement analysis reports, and consult with customers on opportunities and impact, provide recommendations on vehicle options/types to create specifications, facilitate order placement and make recommendations on type of order placement.

- Train customers on available technologies and resources, identify customer data needs, set up reports and access for the customer to self-serve on data requests as appropriate, in order to leverage productivity for the customer and Fleet.

- Participate in projects such as technology development and testing, LEAN initiatives and other process improvement initiatives in order to continuously improve the customer service model, drive efficiency across the operational departments and drive productivity.

**Basic Qualifications:**
Associates Degree or a minimum of 2 years of experience in a business-to-business customer service role

Proficient in Microsoft Office including Word, Excel, PowerPoint and Outlook

You must be willing to take a drug test as part of the selection process

You must be willing to submit to a background investigation as part of the selection process

In order for GE to satisfy certain requirements under US Department of Labor regulations, you must apply for this position at [www.gecareers.com/campusinterview](http://www.gecareers.com/campusinterview), in addition to applying for this position through your college career center, if you wish to be considered for an interview.

When applying at [www.gecareers.com/campusinterview](http://www.gecareers.com/campusinterview) please select the position title from the drop down.

**Desired Characteristics:**
Fleet industry experience

Business-to-business customer service experience

Excellent oral and written communication and presentation skills
Strong analytical skills

Bachelor's Degree

**Location:**
Eden Prairie, MN

GE is an equal opportunity employer.

For U.S. employment opportunities, GE hires U.S. citizens, permanent residents, asylees, refugees, and temporary residents. Temporary residence does not include those with non-immigrant work authorization (F, J, H or L visas), such as students in practical training status. Exceptions to these requirements will be determined based on shortage of qualified candidates with a particular skill. GE will require proof of work authorization prior to employment.