Position description Information: General Electric/GE Fleet Services

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
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<tbody>
<tr>
<td>PD#</td>
<td>4670</td>
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<tr>
<td>Business/Program</td>
<td>GE Commercial Finance, Capital Solutions</td>
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<tr>
<td>Position Title</td>
<td>4670-Customer Service Supervisor</td>
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<tr>
<td>Job Type</td>
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<td>Minimum GPA</td>
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<tr>
<td>Function</td>
<td>Operations</td>
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<tr>
<td>Degrees</td>
<td>Bachelors,Masters</td>
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<td>Graduation Dates</td>
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<td>Majors</td>
<td>Business,Business Related Field,Finance,Other</td>
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<td>Current School Level</td>
<td>Senior,Masters,MBA</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:
Lead a team of advisors to meet/exceed customer expectations of call center performance metrics by coaching, mentoring and performance-managing the advisors to deliver sustained employee growth, and lead and deliver process improvements and ensure achievement of productivity goals.

-- Manage hiring of qualified employees to optimize productivity, reduce process variation and control training and attrition costs

-- Assist in creating and monitoring competency models and personal dashboards, and provide coaching and feedback to assigned team

Manage new and current employee training, development and performance by conducting monthly, semi-annual and annual performance discussions.
-- Make recommendations for employee salary planning, career growth and corrective performance action, and ensure proper documentation of performance improvement expectations

-- Manage daily call activity and work distribution by coordinating with departmental Operations Coordinators to maintain service levels

-- Identify quality/cost saving process improvement opportunities, and develop and implement solutions

**Basic Qualifications:**
Bachelor's degree in business, finance or other business-related discipline or a minimum of 5 years of experience in a call center, customer service or automotive industry role or combination of these roles

Proficient in Microsoft Office applications such as Word, Excel, Powerpoint and Outlook

Ability to work varied shifts including weekends, nights and holidays

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

Automotive and/or truck technical experience

Call center or automotive/truck management experience

Knowledge of Siebel 7 and exposure to web-based tools and mainframe applications

Excellent interpersonal, oral and written communication, and presentation skills

Understanding of statistics; able to read, analyze and draw conclusions from call center metrics
**Location:**
GE Fleet Services HQ in 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.