

# Fifth Third Bank

## Position Description

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|--------------------|---------------------------------------|---------------------|--------|
| <b>TITLE:</b>      | Auto Dealer Service Manager           | <b>JOB CODE:</b>    |        |
| <b>MANAGER:</b>    | VP RCC Processing and Funding Manager | <b>FLSA STATUS:</b> | Exempt |
| <b>DIVISION:</b>   | Consumer                              | <b>DATE:</b>        |        |
| <b>DEPARTMENT:</b> | Regional Credit Center                |                     |        |

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**GENERAL FUNCTION:** Provides a senior level of leadership to the Dealer Service Department ensuring departmental production goals are met in accordance with our processes, procedures, and policies. Serves as an internal expert on problem resolution best practices, providing guidance and direction to appropriate functional areas influencing aspects of the Consumer Auto Business to improve the overall customer experience. Responsible for being the key management contact for Consumer Auto Vendors, Sales, and all internal areas within the entire Bancorp.

### **DUTIES AND RESPONSIBILITIES:**

- Sets strategic direction and manages assignments of Issue Managers and supervisors to ensure efficient and effective management of Dealer Service staff, focusing on quality, first contact resolution, optimizing efficiency and minimize risk.
- Responsible for overall staff development, ensuring the staff is appropriately trained and cross trained to meet and maintain service level standards. Partner with Quality and Training Departments to develop training classes as it relates to problem resolution within the Dealer Service Department.
- Establish and foster working relationships with line of business managers to ensure a successful collaborative relationship is maintained in regards to timely issue resolution.
- Serve as initial contact for escalated formal external and internal requests for documentation, both verbal and electronic related to a dealer complaint. Determine the appropriateness of the request and the timeframe for submission.
- Continually reviews department and Bancorp processes, procedures and policies to ensure they are designed to meet customer needs. Makes recommendations for improvements.
- Handle highly complex customer or operational issues and provides follow-up to dealers, internal and external customers and senior management.
- Works with all Department members to provide a work environment that promotes teamwork, customer service, staff development and achievement.
- Help with the coordination of outbound and inbound dealer communication related to any funding or documentation issues
- Establish seamless process with underwriting teams in RCCs to ensure best in class dealer communication
- Ensures consistent and timely reporting of root because trends are communicated to the Lines of Business, Risk, Compliance and Senior Management.
- Partner with all parties to monitor the call resolution process by identifying potential risks as well as opportunities to enhance policies, systems, and procedures.
- Provides evaluations and recommendations of resources needed to accommodate increases in volume or responsibilities. Assists in implementing these improvements.
- Team is responsible for outbound and inbound dealer communication related to any funding or documentation issues
- Establish seamless process with underwriting teams in RCCs to ensure best in class dealer communication
- Assume additional responsibilities and lead special projects as assigned.

**SUPERVISORY RESPONSIBILITIES:** Manage up to 8 Auto Dealer Service Reps and 2 Auto Dealer Service Coordinators. Auto Dealer Service Representatives Responsible for providing employees timely, candid and constructive performance feedback; developing employees to their fullest potential and provide challenging

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*All the above duties and responsibilities are essential job functions for which reasonable accommodation will be made. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This position description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodation.*

opportunities that enhance employee career growth; developing the appropriate talent pool to ensure adequate bench strength and succession planning; recognizing and rewarding employees for accomplishments. Develops and maintains appropriate contact and feedback loop with Line of Business leadership and sales force Regional VPs. Direct and manage weekly staff meetings or other communication vehicles to facilitate communication within the department.

**KNOWLEDGE & SKILLS REQUIRED:**

- Bachelor's degree or equivalent work experience required.
- 5-8 years experience in Customer Service, Complaint Resolution or related function in the banking industry.
- Experience working with Consumer Auto Dealers is preferred.
- Excellent verbal and written communication skills.
- Must be an expert in call center and operational procedures, products, processes and systems.
- Strong interpersonal skills with the ability to influence across lines of business.
- Superior analytical and problem resolution skills required. Must be able to evaluate and solve problems from multiple perspectives.
- Possess an understanding of risk and its potential impact on the Bancorp.

**WORKING CONDITIONS:**

- Normal office environment with little exposure to dust, noise, temperature and the like.
- Extended viewing of CRT screen.

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