



## **Operations Manager, Skip**

### **Summary/Objective**

Location Services is a rapidly growing technical innovator in the financial services outsource industry, providing end-to-end location, recovery, LPR and transport services.

We have an immediate opening for a highly skilled professional to manage and grow our Skip Operations in Folsom, CA.

You will be responsible for leading and motivating a strong and growing team of Skip Representatives and Team Leaders. Your role will be to maximize the quality of the work performed by the team while ensuring a high level of efficiency. We are looking for someone with a solid understanding of the auto repossession business. If you have experience in this industry, and possess strong leadership / communication skills, we would like to talk to you.

### **Essential Functions**

- Maintain a thorough understanding of the entire Skip Department including key performance indicators (KPIs) and client-specific service level agreements (SLAs)
- Implement initiatives to ensure continuous improvement of department KPIs, compliance and SLA adherence, internal controls, client satisfaction and profitability of the department
- Coach and develop subordinate, front-line supervisors ensuring consistent application of best practices in all facets of employee management
- Assist with employee performance evaluations, corrective action, and other coaching and development activities as needed
- Ensure policies and procedures for all functions within the department exist, are accurate, and are adhered to by all staff members
- Closely monitor overhead, FTE and other operational expenses to achieve financial objectives of the department
- Facilitate organic growth, gaining market share of existing clients through continuous improvement and operational excellence
- Partner with applicable functional support business groups (finance, project management, analytics, IT, HR, etc.) as needed to ensure company objectives are met
- Manage relationships with valued client partners through routine client contact, demonstrating Locations Services' commitment to performance and engagement
- Support executive management as directed. Support company-wide initiatives related to strategic vision, company culture, and employee engagement

### **Education and Experience**

- Bachelor's degree or higher, in business related field



- Minimum 2 years in auto finance, auto repossession, skip tracing, or banking and lending management

**Location Services** is the nation's only vertically integrated provider of end-to-end recovery, skip tracing, LPR, locksmith and transportation services within the automotive industry. We deliver more than just our services. Our strong drive for building relationships with our client and vendor partners is evident in our business operations and culture. Our dedicated staff caters to our client's SLA needs with integrity and commitment.

**Location Services** provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Location Services complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities

**Applicants must be legally authorized to work in the United States**