



Location Services

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Pre-Repossession Operations Manager

Location: Ann Arbor MI

Summary/Objective

The Pre-Repossession Operations Manager is responsible for managing all staff within the Credit Union and Intake Operations Department. The manager will oversee procedures to ensure that they are carried out according to established policies, train and develop subordinate team leaders, and coordinate projects and department initiatives. The manager will recommend and implement changes to procedures, prepare periodic reports on department performance, and distribute work load while ensuring compliant, efficient, and effective completion of client-assigned workload.

Essential Functions

- Maintain a thorough understanding of the entire Credit Union 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

Competencies



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- Ethical conduct
- Leadership
- Coaching and developing
- Emotional intelligence
- Performance management
- Communication proficiency
- Organizational skills
- Time management

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are variable and based on business need. Evening and weekend work may be required as job duties demand.

Education and Experience

- Bachelor's degree or higher, in business related field
- Minimum 2 years in auto finance, collections, or call center supervisory experience

Benefits:

- Competitive compensation package including base pay and production bonus
- Excellent benefits package including Health, Dental and Vision.
- 401K with company match
- Paid Time Off that progresses to 25 days off based off years of service
- Industry leading equipment
- Culture of Employee Recognition

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