Manager in Training  
Capital One Auto Finance

This is a transition role to the Unit Manager role. This Management trainee spends time working with other managers as well as coaching of a team. The goal is to have this person in a unit manager role in 12-18 months. Lead, develop and motivate an internal team of 10-15 associates. Maintain high levels of morale through change. Provide continuous feedback and coaching to improve and maintain high standards of quality customer experience, effectiveness and efficiency metrics. Prepare and deliver monthly performance reviews for direct reports. Manage business level metrics (portfolio management) to high efficiency standards. Share in the accountability for a business level function team (service levels, abandon rates, queue management).

Responsibilities:
• Learning through study of senior manager  
• Coach and Develop Associates while providing regular feedback to direct reports  
• Coaching, directing and developing associates  
• Quality Audit and Monitoring Associate’s calls  
• Performance Management  
• Team Meetings  
• Partner with Operational Departments and Call Center to ensure effective handling of collision accounts  
• Partner with external insurance companies to ensure effective results and drive timely payment of insurance claims  
• Manage, train, lead and motivate direct team members and meet with them on a regular basis to ensure open productive communication  
• Monitor and keep up-to-date insurance claims standards of 50 states  
• Project Management  
• Process Management  
• Administrative work (Time One, spreadsheets, team meetings, etc)  
• Performance reviews and actions (incentives / monthly scorecards / yearly appraisals)  
• Resolve escalated problems on the loan level if the Auto Claims Care associate cannot resolve the issue  
• Determine training needs of Auto Claims Care team on an on-going basis  
• Ensure all policy and procedural documentation is up-to-date and accurate  
• Personal development  
• Manage 10-15 people  
• Strong problem solving skills  
• Attention to detail  
• Proven leadership qualities

Preferred Qualifications:  
• Bachelors Degree  
• 2 years of experience in Auto Finance  
• 2 years of peer coaching or leadership experience as team lead or supervisor  
• Excellent verbal and written communication skills  
• Ability to work under pressure  
• Customer service oriented
Contact:

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