



## **Service & Fulfillment MBA - Leadership Rotational Program**

### **Our Business:**

Service and Fulfillment Operations (SFO), led by Lance Drummond, is a division of Global Technology, Service and Fulfillment Operations, that performs processing services for Bank of America customer households and businesses. These processing services include check processing, statement rendering, cash vault, fraud detection and prevention, banking center operations and lockbox services.

Customer Service and Support, led by John Quinn, is a division of Global Technology Service & Fulfillment and is an integral part of Bank of America, employing associates in contact centers located across the United States. These associates provide service and financial solutions to more than 179 million phone customers and 5.1 million e-mail customers each year, making our contact centers among the busiest in the country.

### **Overview:**

This program is a graduate rotational program designed to provide external candidates and selected internal associates with an opportunity to prepare for future leadership positions in the bank's operational lines of business. Participants will experience one year rotational assignments in both Service and Fulfillment Operations (SFO) and Customer Service and Support (CS&S). Once associates have completed both rotations, they will be eligible for placement in a leadership position in either Service & Fulfillment Operations or Customer Service & Support, based on their skill set and the business's current needs. Potential opportunities for final placement include Senior Change Manager, Group Operations Manager and Process Design Consultant.

### **Qualifications:**

The ideal candidate will exhibit a strong drive for results; succeed in a fast-paced, empowered, and collaborative environment; enjoy teamwork and partnering with others; possess excellent organizational and analytical skills; understand technology and business requirements. The ability to learn the organizational structure and the formal/informal workings of the organization and to convey a strong sense of customer and associate satisfaction to drive shareholder value is required.

#### **Candidate Profile:**

- MBA degree from an accredited College or University
- 3-5 years work experience prior to entering graduate school
- 100% geographic flexibility
- Strong leadership and communication skills

### **Training:**

Associates will attend a formal Education and Orientation program to learn more about Bank of America business, culture and values, as well as to network with Executives and other college hires. Additionally, associates will participate in various networking and learning opportunities throughout the duration of their program.

### **Locations:**

Opportunities exist in US cities across the Bank of America franchise.