



## Operations Management Associate Program (OMAP)

### Our Business:

The Operations Management Associate Program within Global Technology Service & Fulfillment and Global Consumer & Small Business Banking will give participants the chance to experience one year rotational assignments in both Service and Fulfillment Operations (SFO) and Customer Service and Support (CS&S).

**Customer Service and Support (CS&S)** Associates in CS&S 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. In addition to our associates servicing our customer's needs, our voice response units (VRU) can answer account inquiries, and in 2005, the VRUs handled more than 568 million phone calls. CS&S is part of the Global Consumer & Small Business Banking organization.

**Service and Fulfillment Operations (SFO)** Associates in SFO perform 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. SFO is part of the Global Technology, Service & Fulfillment Organization.

### Overview:

The Operations Management Associate Program (OMAP) is an undergraduate 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. This high-visibility program will give participants the chance to experience one year rotational assignments in both Service and Fulfillment Operations and Customer Service and Support.

### Qualifications:

- Graduate from an accredited school with a bachelor's degree within the last 12 months. Associates with any bachelor's degree are welcome to apply, but preference will be given to those with a business degree.
- 100% geographic flexibility.
- Willingness to work varied schedules, including swing shift for specific operations positions.

### Training:

The OMAP consists of the following developmental activities:

- On-boarding; including Orientation and ongoing structured events
- 2 year program consisting of 2 one year rotations
- Structured learning curriculum
- Business critical assignments

Some of the opportunities that may await our candidates during their participation in the program include:

- Operations management
- Operations analyst
- Business support
- Change management
- Mentoring and peer coach assignments
- Exposure to senior leadership teams and networking events

### Locations:

Opportunities exist in major US cities across the Bank of America franchise, including but not limited to: Charlotte, North Carolina; Dallas, Texas; Jacksonville and Tampa, Florida; Dorchester and Malden, Massachusetts; Phoenix and Tempe, Arizona; East Providence, Rhode Island; Concord and San Francisco, California

Bank of America is an equal opportunity employer.