



Job Description

Job Title: Strategic Account Manager

BASIC FUNCTION

The GM Financial Strategic Account Manager is responsible for sales, service, and support of assigned GM franchise dealers and associated GMF products. This team member will provide quality customer service by satisfying the business needs of the dealers, manufacturer partners, and GM Financial. This team member's overall responsibility will be to develop dealer relationships that generate loan and lease contracts, commercial lending accounts, and ancillary product sales according to GM Financial's established credit risk and profitability models. The Strategic Account Manager will gain exposure to various aspects of Dealer Services and related departments to learn the captive model and develop as a salesperson before being assigned a territory in the contiguous United States based on business needs.

JOB DUTIES

Sales:

- Demonstrate the value proposition of GM Financial to assist the dealer to sell more new GM units and used vehicles
- Effectively manage and market assigned dealer relationships to achieve all quality, pricing, and volume objectives
- Support and market all GM Financial products
- Maintain effective communication with dealers and appropriate internal partners
- Develop business plans to align with corporate goals
- Achieve key field performance criteria

Account Management:

- Act as a liaison between the dealer and the credit center, funding, and other functional areas to resolve any issues by partnering with subject matter experts and management
- Analyze dealer-specific data using reporting tools and take appropriate action
- Identify and resolve dealer issues presenting excessive risk to GM Financial, i.e., portfolio issues, fraud, buy-back, dealer agreement violations, dealer personnel, etc.
- Responsible for collection of monies owed to GM Financial

OTHER IMPORTANT DUTIES

- Other duties as assigned
- Promote a culture of teamwork, excellence and integrity

REPORTING RELATIONSHIP

Reports to: Assistant Vice President Strategic Sales
(Regional Sales Manager once assigned a territory)

Direct Reports: None



Job Description

QUALIFICATIONS

Knowledge:

- Knowledge of dealership operations and indirect auto finance industry preferred
- Working knowledge of Salesforce.com preferred

Skills:

- Strong interpersonal and people skills
- Must possess the ability to make consistent quality decisions
- Ability to meet with senior level managers
- Must be self-motivated and able to work independently
- Able to meet deadlines and establish objectives
- Excellent verbal, written communication, and presentation skills
- Must be proficient in computer software such as Excel, Word and PowerPoint

Experience:

- 1 to 2 years of successful sales experience preferred
- 1 to 2 years of prior credit underwriting experience a plus
- Bachelor`s degree strongly preferred, though extensive relevant experience may be substituted for education.

JOB REQUIREMENTS

- This role is a field-based position that will require you to relocate to an assigned territory within the contiguous United States based on business needs.
- This role will be based in our Fort Worth, Texas office during the Strategic Account Manager Program period of up to 3 months and may require extensive travel including overnight stays.
- This role will require extensive travel upon final relocation to an assigned territory.