

VOLKSWAGEN

GROUP OF AMERICA

Graduate Program 

2018 Job Descriptions

PROGRAM REQUIREMENTS:

- **BACHELOR’S OR MASTER’S DEGREE, GRADUATING BETWEEN THE FALL 2017 AND SPRING 2018**
- **MINIMUM GPA OF 3.0**
- **HIGHLY SKILLED AT MICROSOFT OFFICE APPLICATIONS**
- **ABREAST OF CURRENT TRENDS IN AUTOMOTIVE INDUSTRY**
- **POSSESS GENERAL BUSINESS ACUMEN**
- **CULTURAL AWARENESS; SECOND LANGUAGE IS PREFERRED**
- **PROVEN LEADERSHIP EXPERIENCE THROUGH STUDENT ORGANIZATIONS**
- **INVOLVEMENT IN VOLUNTEER ACTIVITIES**
- **OPEN TO TRAVEL AND RELOCATION (WITHIN THE UNITED STATES)**

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JOB TITLE: AUDI CENTRAL REGION & SALES OPERATIONS ANALYST

LOCATION: ROSEMONT, IL & HERNDON, VA

ROLE RESPONSIBILITIES AND TASKS

The Central Region & Sales Operations Analyst position provides a unique opportunity for exposure to Audi of America from both a Regional and Corporate perspective. Rotations in the Central Region will include aftersales, sales operations, and customer experience – with a particular emphasis on After Sales and Service during the first rotation. This role will be responsible for gaining a front-line retail focused knowledge base, conducting various analyses and reporting functions while being required to communicate effectively across the organization. The Analyst will then move to corporate headquarters in Herndon, VA to work with the Sales Operations team. Rotations will include field operations, retail merchandising, allocation & ordering, distribution and corporate sales. The Analyst will work alongside members of various functional teams within Operations as well across other departments like Marketing, Communications, Network Development, Audi AG, etc. as projects and initiatives arise. This role will be responsible for gaining a corporate focused knowledge base, conducting various analyses and reporting functions while being required to communicate effectively across the organization. The Analyst will support and contribute to the achievement of Audi of America’s ambition to be the leading premium brand through various projects in multiple disciplines.

Examples of the work assigned to this position:

- Manage sales reports, create sales-based presentations, and analyze various data for ad hoc projects.
- Develop an understanding of Audi-specific business from a field operations perspective by working alongside colleagues in the region, field and dealership.
- Perform SSI analysis and give recommendations, analyze and report on incentive programs, benchmark various programs against competitive premium brands.
- Assist in planning and executing region marketing events, and manage the region vehicle fleet.
- Benchmark various programs against competitive premium brands, and report on findings.
- Prepare analysis related to dealer service department topics (days wait, loaner utilization, etc.); understand dealer service department capacity and suggest improvements.
- Assist in ad hoc vehicle ordering request and reports.
- Support Monroney label creation and preparation.
- Assist factory liaisons with vehicle car line ordering.
- Analyze and monitor aged inventory reports.
- Work with logistics team to ensure port KPIs are met.
- Problem solve ad hoc port and logistic related issues with distribution team.

Position Requirements

- Highly engaged and organized individual
- Superior analytical skills (specifically Excel)
- Proven leadership experience
- Ability to juggle multiple projects and prioritize
- Initiative to drive projects and collaborate with others
- People skills, emotional intelligence
- Flexibility, adaptability (willingness to move to different locations)
- Involved in extracurricular activities (clubs, sports, campus jobs, volunteer work)

Preferred Education Level & Degree, Experience, Other

- Bachelor’s or Master’s degree in Business, Liberal Arts, Marketing, or a related field

JOB TITLE: AUDI EASTERN REGION & SERVICE OPERATIONS ANALYST**LOCATION: WOODCLIFF LAKE, NJ & HERNDON, VA****ROLE RESPONSIBILITIES AND TASKS**

The Audi Eastern Region & Aftersales Analyst position provides a unique opportunity for exposure to Audi of America from both a Regional and Corporate perspective. In the Eastern Region, rotations will include sales operations, after sales, customer experience, network development, and distribution, all the while closely interfacing with field and dealer personnel. This role will be responsible for gaining a front-line retail focused knowledge base, conducting various analyses and reporting functions while being required to communicate effectively across the organization. For the second half of the rotations, the Analyst will work for the After Sales team at corporate headquarters in Herndon, VA. Focus areas within After Sales to include: service operations, parts, accessories, and warranty & quality as well as continued exposure to field and dealership personnel. The Analyst will support and contribute to the achievement of Audi of America's ambition to be the leading premium brand through various projects in multiple disciplines.

Examples of the work assigned to this position:

- Support the Region with sales, inventory, and wholesale analysis to identify market trends and opportunities.
- Assist the Distribution Manager with allocations, loaner vehicle program requests, and accessory assignments.
- Support Certified Pre-Owned (CPO) manager with in-dealer consultations, used vehicle market share and pre-owned inventory analysis.
- Prepare presentations for internal and dealer meetings that demonstrate key business objectives for each meeting.
- Travel with and support the field team during dealership visits and business reviews with the dealership General Manager and Sales Manager to obtain better understanding of dealer operations and identify opportunities to improve.
- Support the region in analyzing various types of data related to the After Sales business, including: parts and accessories sales, customer satisfaction metrics, service department days wait, and loaner vehicle utilization.
- Assist in identifying opportunities for improvement in dealer service departments based on analysis.
- Support/co-develop strategies to support increase customer satisfaction scores based on analysis by region/area.
- Support Franchising Team with back ground checks, Buy/Sell and Open Point Package review, General Manager program implementation.
- Business Management data analysis along with Business Fundamentals (Dealer Operating Standards) Annual review and updates.
- Create projects related to customer experience and focusing on how, from an After Sales perspective, we as a manufacturer can be better at supporting and encouraging the dealers to inspire customer enthusiasm. Projects will be focused on new Service Lane Technologies and preparation for servicing Battery Electric Vehicles.
- Develop understanding of the different Service Loyalty measures, including retention and effectiveness through the Service IQ tool.
- Create projects related to customer loyalty such Executive Service and Audi Assist.
- Work with Service Process Coaches and Area After Sales Managers on individual dealership strategies.
- Gain an understanding of the AoA parts business, key stakeholders and business processes to understand how the brand makes revenue/profit. With this understanding, the candidate will work to further refine data reporting.
- Develop process improvements to increase Accessory installations at Audi's four port facilities across the US. The focus would be to improve installations and reduce stripping of product increasing sales.
- Gain an understanding of the five Auburn Hills based operations that support our dealers and Region teams in the After Sales areas.
- Learn about Area After Sales Manager (AASM), Service Performance Consultant (SPC) and Parts and Accessory Coordinator (PAC) roles and expectations at the dealership level. Gain perspective of dealership issues and understanding of how to support from a national level.

Position Requirements

- Creative self-starter with a willingness to assist on any task
- High degree of flexibility and adaptability
- Automotive industry experience preferred, interest required
- Advanced analytical skills (particularly Microsoft Excel)
- Ability to manage time and competing priorities
- Comfortable in team environments and working with individuals at all levels of the organization
- Involved in extracurricular and team activities (leadership roles preferred)
- Strong communication skills, both written and verbally

Preferred Education Level & Degree, Experience, Other

- Bachelor's or Master's degree in Business, Accounting, Communications, Marketing, Automotive Management, or a related field

JOB TITLE: AUDI PRODUCT & STRATEGY ANALYST
LOCATION: HERNDON, VA

ROLE RESPONSIBILITIES AND TASKS

The Audi Product & Strategy Analyst will have the opportunity to rotate through two corporate functions: Audi Product Management and Audi Strategy Planning. In the Product rotation, the Analyst will fulfill a broad-based product planning role covering short through long range strategy and tactical program development within Audi Sport and e-Mobility teams. Responsibilities include overall new vehicle planning for segment/customer opportunities, cross carline technology/feature analysis and deployment, government compliance management, special packaging development and offer structure optimization (contents, pricing) for motorsport and electric vehicles. The Audi Strategy team leads the development of long-term corporate strategy, industry planning and forecasting, Audi volume planning, market intelligence and the ongoing management of the Dealer Margin & Bonus program. This team forecasts both the premium automotive market and the specific segments Audi competes in, while measuring performance versus objectives of the Audi organization, at both the corporate and dealer level. Through collaboration across departments, AoA Strategy recommends actionable strategies to enable Audi to achieve its KPIs and ultimately become the #1 premium automotive brand. The Graduate Analyst in this role will develop a broad skill set in product and strategy that will position them for a variety of short and long-term career opportunities within Audi of America.

Examples of the work assigned to this position:

- Assist with the implementation and growth of Audi Sport dealer network and model sales among participating dealers. Work with Exclusive and Motorsport teams focusing on support and streamlining processes.
- Develop understanding of dealer network, customer racing, and exclusive production from a Group perspective.
- Assist with the launch and support of Audi’s new electric vehicles, utilizing the network developed during the previous rotations to gain support for Audi’s growing number of electrified vehicles.
- Begin the process of becoming an SME on future mobility, including autonomous, connected, electric, and shared transportation.
- Gain an understanding of the unique elements required for a successful Electric Vehicle (EV) launch so that these learnings can be applied to future VWGoA EV launches.
- Support the analysis of the Audi technology portfolio to identify linkages with relating initiatives; support portfolio prioritization and reporting; develop a view of the system landscape and evaluate the alignment with AoA’s technology strategy.
- Coordinate communications to refresh big data portfolio and help analyze the portfolio to identify synergies and potential dependencies; support the development of the data community collaboration platform.
- Conduct user behavior analysis on our internal xAudi and external iAudi portals; formulate governance process to enhance portal usability and content relevance.
- Support the analysis and implementation of submitted innovation ideas; assist with the development and communication of the innovation program newsletter.
- Support the evolution and improvement of AoA Corporate Strategy (Strategy 2025). Drive execution while measuring implementation success. Support Manage Digital portfolio reporting.
- Conduct Industry Analysis, Competitive Intelligence, US Macro trends and Economics analysis and ad-hoc research. Communicate findings across AoA and provide consultation in these areas. Utilize findings and analysis for continuous evolution of AoA US Strategy and cross-organizational application. Produce SWOT analysis - Emphasis on future competitive threats and opportunities.
- Utilize advanced analytics, market insight and independent development of predictive forecasting models, simulations and scenarios for the 10 year long-term forecast.

Position Requirements

- Strategic mindset with superior analytic skills
- Ability to understand context behind data, and translate into presentations
- Experience with building business cases and research (TRENT analysis preferred)
- Tech-savvy (advanced Excel and Power Point skills)
- Interest in electric vehicles
- Superior communication and presentation skills
- Prior automotive experience preferred

Preferred Education Level & Degree, Experience, Other

- Bachelor’s or Master’s degree in Business, Digital Marketing, Strategy, Economics, Entrepreneurship, Engineering, Communications

JOB TITLE: AUDI SOUTHERN REGION & MARKETING ANALYST
LOCATION: ALPHARETTA, GA & HERNDON, VA

ROLE RESPONSIBILITIES AND TASKS

The position will start in the region office in Alpharetta, GA, where the Graduate Analyst will rotate through multiple departments, including sales operations, marketing, customer experience, and distribution. Responsibilities span a wide range from region support tasks to independent, creative, and self-directed projects. The second rotation will be with the Marketing team in Herndon, VA, where the individual will have exposure to the AoA marketing team and work in the disciplines of Customer Relationship Marketing (CRM), Experiential Marketing and Brand Marketing. The Analyst will also be exposed to full lifecycle marketing projects related to the launch of the Audi e-tron.

Examples of the work assigned to this position:

- Develop a solid understanding on new and certified pre-owned sales.
- Support region through sales analysis/reporting, incentive program development/communication/tracking and field support/follow-up.
- Gain marketing experience through development of Dealer Automotive Group (DAG) advertising plans, support of DAG meeting presentations, bi-monthly special offers development.
- Support communication/implementation of national marketing plans and dealer point of purchase materials.
- Obtain a solid understanding of key customer satisfaction initiatives.
- Support the ongoing training efforts for Creating Audi Fans through reporting and field follow-up.
- Provide analysis of CSI/SSI performance and provide help with developing /communicating loyalty metrics.
- Develop a working knowledge of the distribution process from ordering through dealer delivery.
- Support region through distribution analysis/reporting, vehicle tracking/follow-up and special region order requests from corporate.
- Support team leads with National and Regional conquest campaign development, Ownership Experience loyalty communication, program execution and analytics.
- Assist team lead with the experiential marketing event concepts, operational planning, event execution and post analytics.
- Primary support with the team lead of Digital Marketing, additional projects with Social Media team for program development, general support across Brand Marketing team with legal reviews and PowerPoint development.
- Track the full life cycle of marketing for the Audi e-tron quattro, including conceiving and launching new initiatives.

Position Requirements

- Strong analytical skills (Excel)
- Desire candidates with a student mentality; openness to learning
- Must demonstrate flexibility and adaptability
- Self-starter who is comfortable with taking initiative and leading projects
- Demonstrated track record of leadership and involvement in extracurricular activities
- Desire candidates with superior presentation skills
- Ability to interface with employees at all levels of the organization

Preferred Education Level & Degree, Experience, Other

- Bachelor’s or Master’s degree in Marketing, Business, Communications

JOB TITLE: AUDI WESTERN REGION & NETWORK ANALYST

LOCATION: WOODLAND HILLS, CA & HERNDON, VA

ROLE RESPONSIBILITIES AND TASKS

The Western Region & Network Development Analyst position provides a unique opportunity for exposure to Audi of America from both a Regional and Corporate perspective. Rotations in the Western Region will include sales operations, customer experience, network development and after sales. This role will be responsible for gaining a front-line retail focused knowledge base, conducting various analyses and reporting functions while being required to communicate effectively across the organization. The Analyst will then move to corporate headquarters in Herndon, VA to work with the Network Development team. Work will include supporting the franchising team and learning about how automotive dealer networks are developed and maintained. This rotation will be responsible for gaining a corporate focused knowledge base, conducting various analyses and reporting functions while being required to communicate effectively across the organization. The Analyst will support and contribute to the achievement of Audi of America’s ambition to be the leading premium brand through various projects in multiple disciplines.

Examples of the work assigned to this position:

- Contribute to various regional efforts: manage sales analyses and programs, gain exposure to budgeting and operational process, and create sales-based presentations.
- Develop understanding of dealership operations through structured ride-alongs with Area Sales Managers (ASMs) and Area After Sales Managers (AASMs).
- Gain an understanding of financial reporting and dealership standard requirements; determine opportunities for dealer improvement.
- Benchmark various marketing programs against competitive premium brands.
- Support the planning of and coordinate brand representation at various marketing events.
- Prepare and execute materials for various Dealer Automotive Group (DAG) meetings and events.
- Manage the region vehicle fleet.
- Shape creative work, media analysis and lead generation at the region level.
- Support Franchising Team with back ground checks, Buy/Sell and Open Point Package review, and General Manager Program implementation.
- Business Management data analysis along with Business Fundamentals (Dealer Operating Standards) annual review and updates.

Position Requirements

- Proven leadership skills and involvement in extracurriculars
- Automotive passion required, industry experience preferred
- Superior communication skills; comfortable presenting and defending viewpoints in front of Executives
- Willingness to take initiative; a self-starter
- A mature leader with a positive attitude
- Possess investigative and problem-solving skill set
- High level of flexibility and adaptability to different teams
- Must possess excellent analytical skills
- Proficient in Microsoft Excel and PowerPoint

Preferred Education Level & Degree, Experience, Other

- Bachelor’s or Master’s degree in Business, Finance, Marketing, Accounting, Communications or related field

JOB TITLE: BENTLEY ANALYST
LOCATION: HERNDON, VA

ROLE RESPONSIBILITIES AND TASKS

This role will offer the Graduate Analyst the unique opportunity of experiencing all departments within this luxury automotive organization, providing the opportunity to learn the full scope of Bentley Motors, Inc. The role will be introduced to the daily operations of Bentley Motors, with rotations within the Sales Operations, After Sales, Marketing & Communications and Finance departments. Direct responsibilities for this role will include a balance of ongoing tasks and self-directed projects, varying from rotation to rotation, working with all levels within Bentley Motors, Inc., Bentley Motors Ltd. and Volkswagen Group of America.

Examples of work assigned to this position:

- Project manage the dealer launch of the next generation across all departments with direct responsibility for vehicle distribution.
- Learn the distribution process from Finished Product to Customer Delivery and how that role plays in the overall success of the company.
- Build strong positive relationships with dealers, field team, regional team, and Bentley team to ensure success for next generation launch.
- Provide Customer Experience Measures (CEM) objective tracking support to the Regions and Dealers. Review Accessories Products, Pricing, and Marketing initiatives to implement strategic changes to maximize profitability.
- Support and develop a VIP tracking program and implement cross-functional program.
- Develop a scheme where we can measure the effectiveness of our traditional media placement, advertising and how our Marketing and Communications campaigns affect sales.
- Analyze the psychographics of buying and how our department can push forward to see the cause and effect during a specific quarter.
- This individual would also assist in developing board slides, and supporting group discussions.
- Analyze the luxury business across social media in the Americas. Specifically, identify a benchmark for the Americas subset vs. global basis.
- Implement efficiencies to the forecasting of budgets, reporting, and analytics on spend.
- Develop a communications strategy for informing the business of financial results and updates each quarter.
- Learn and understand basic finance and forecasting techniques to implement Purchase Orders (POs), budget setting, and business case development.

Position Requirements

- Self-starter with an entrepreneurial spirit
- Possesses flexibility and a great deal of self-motivation
- Prior luxury experience is highly preferred
- Analytical and conceptual thinking; uses logic and reason, creative and strategic thinking
- Capable of managing multiple projects at the same time
- Detail-oriented and professional
- Superior written and oral communication skills
- Ability to interact with individuals at all levels of the organization (analysts, executives, premium customers)
- Enjoys working in a highly team-oriented environment, but also able to work independently

Preferred Education Level & Degree, Experience, Other

- Bachelor's or Master's degree in Business, Economics, Communications, Marketing, Finance

JOB TITLE: CONTROLLING ANALYST

LOCATION: HERNDON, VA

ROLE RESPONSIBILITIES AND TASKS

The Controlling Graduate Analyst will learn and support the Financial Controlling/Planning organization of VWGoA across four different brands: Group Functions, VW Brand, Electrify America, and Audi. This role will be an integral team member, and have opportunities to present to the Chief Financial Officer, Corporate Controller, and a variety of other audiences. Through exposure and experience with the different controlling functions, the Graduate Analyst will have the opportunity to identify and propose opportunities for corporate-wide process improvement. This role will prepare the Analyst for a variety of both short-term and long-term career opportunities within Finance at VWGoA.

Examples of work assigned to this position:

- Learn the Controlling skill set: Budget Tracking, Account Reconciliation, Business Relationship and Advisor management. Additional departmental support in payables and planning.
- Understand the Financial Statements of the VW Group. Profit and Loss Statement, Sundry and Balance Sheet accounts. Learn cyclical reporting structure and adherence to deadlines. Receive exposure to all different brands.
- Take skill sets learned and apply to day-to-day business of the VW and Audi Brand Controlling team. Gain exposure to sales and marketing activities and assist in analysis of business case developments and proposals.
- Support controllers in various financial analyses, including: scenario planning predictive analysis, & other reporting, as needed.
- Learn investment and project control within Electrify America.

Position Requirements

- Superior analytical skills (Excel) and presentation skills (Power Point)
- Ability to articulate financial concepts to a broader audience
- Detail & process oriented
- Ability to learn policies/procedures quickly and follow them with minimal direction
- Assertive with a high level of initiative and self-motivation
- Strong verbal and written communication skills
- High level of professionalism with internal & external customers
- Comfortable interacting with upper management in potentially difficult situations
- Ability to work effectively as a member of a team

Preferred Education Level & Degree, Experience, Other

- Bachelor's or Master's degree in Managerial Accounting, Financial Accounting, Financial Management, Business Strategy

JOB TITLE: HUMAN RESOURCES ANALYST

LOCATION: HERNDON, VA

ROLE RESPONSIBILITIES AND TASKS

The Human Resources Analyst will have an opportunity to learn and support a variety of HR functions, allowing a highly motivated candidate to develop a broad HR skillset. The Graduate Analyst will rotate through four key HR disciplines – Total Rewards, Business Operations, OD & Learning, and Talent Acquisition – during which time the Analyst will be exposed to a broad range of HR activities and special projects. This position will allow for broad exposure to business units and leaders across the organization. The Analyst will gain a thorough understanding of the various HR disciplines which will help guide future career decisions.

Examples of work assigned to this position:

- Total Rewards: Gain exposure to multiple areas within the HR Services function, including: HRIS, Compensation, Benefits. Throughout the rotation they will be asked to assist in day-to-day administrative tasks, responding to employee inquiries, and special projects as needed.
- Business Operations: Provide day-to-day support for the VW Group HR Operations team. They will assist in managing position change requests, conducting ad hoc data analysis, preparing reports, and processing employee data changes. This rotation will develop an understanding of the HR Cycle, processes, and procedures by directly interacting with employees & managers on HR topics.
- OD & Learning: Provide support to the OD & Learning team projects, including: Great Place to Work and Stimmungsbarometer employee engagement/satisfaction surveys, talent and performance management, succession planning, training, leadership development, database management, and Graduate Program recruitment support.
- Talent Acquisition: Work with the Talent Management department in the areas of candidate sourcing, special recruitment initiatives, recruitment events, recruitment KPI reporting, college recruitment, candidate experience and on-line recruitment activities.
- The Analyst will also work with the Head of HR Strategy on a variety of long-term special projects, including implementation of a new talent management system.

Position Requirements

- Broad interest in a variety of HR functional areas
- Excellent analytical skills; experience with large data sets
- Ability to manage multiple projects with demanding time frames
- Clear written and verbal communication skills
- Superior customer service skills

Preferred Education Level & Degree, Experience, Other

- Bachelor’s or Master’s degree in Human Resources, Business Administration, Psychology, I/O Psychology, Labor Relations

JOB TITLE: PARTS & VEHICLE LOGISTICS ANALYST

LOCATION: HERNDON, VA, AUBURN HILLS, MI AND OTHER LOCATION

ROLE RESPONSIBILITIES AND TASKS

Blending both strategic initiatives and operational activities, this exciting role will include an expansive rotational program through virtually all facets of both the Parts Logistics and Vehicle Logistics functions within Volkswagen Group of America, Inc. The program introduces new employees to the VWGoA Parts Logistics organization and operations, with the goal of developing a well-rounded candidate for future leadership positions within Parts Logistics. This program provides a unique opportunity to learn the business from the “bottom up;” gaining a true understanding of key roles and building relationships in each business unit. During each rotation, graduates gain an understanding of why each function exists and how the function supports Parts Logistics and the organization as a whole. The successful candidate will rotate through various functions within the supply chain including Vehicle Logistics, Procurement, Demand Planning, Material Information, Supplier Integration/TQM, Parts Planning & Resources, and Warehouse Operations. The role responsibilities will include rotations through our corporate offices in Herndon, VA and Auburn Hills, MI as well as one of our warehouses strategically located throughout the U.S.

Examples of work assigned to this position:

- Develop strong understanding of Logistics, Supply Chain, and Procurement processes.
- Gain exposure to vendor contracts and port operations (Quality, MDO, Velocity) and understand the physical supply chain including truck, rail, and vessel.
- Experience with project management relative to port/rail/truck bids and network development.
- Involvement in daily LTM (cargo carrier) transportation management.
- Support a variety of inventory planning processes including: strategic planning, inventory planning, process integration, and obsolescence.
- Develop an understanding of the procurement process as it relates to both affiliate and domestic suppliers.
- Support the Material Information Team (MIT) with various processes, including: parts cataloguing, developing product definitions, hazardous material management and new vehicle launch activities.
- Develop an understanding of the Resource Planning function and the function of key roles within that department (Warehouse Data, Facility Planning, Resource and Productivity).
- Learn the basic processes, procedures, and strategies of the parts depots as they relate to inbound/outbound operational flow, network productivity, damages, cycle counts, master data and inventory-warehouse layout.
- Gain an understanding of the Business Planning functions and support both Operational processes (integration testing/systems support) and Dealership facing services (warranty audits, order services, technical support).
- Learn the Supplier Integration and Total Quality Management (TQM) function by supporting packaging/sourcing, purchasing, and quality in the Auburn Hills office and Chattanooga manufacturing plant.
- Hold several roles within a Warehouse environment, including warehouse master data, resource and productivity specialist, facility planner, and facility specialist.
- Spearhead several projects related to process improvement: RDC Inbound outbound flow, work creation, dock plan, move sheets, unloading sheets, inventory-warehouse layout, master data, cycle counts, repack-economies of scale, network productivity, damages.
- PDC master data/inventory, inbound operations, claims, cores, buybacks, outbound operations.
- RDC Outbound – stock transfer orders, daily planning, outbound product flow, daily outbound update.

Position Requirements

- Strong interest in supply chain/logistics in an automotive environment
- Superior analytical and Excel skills
- Self-starter, willing to take on challenging projects
- Openness to both corporate and warehouse experiences/careers
- Demonstrated project management skills
- High degree of flexibility – adaptable to changing environment
- Experience with LEAN or standardized work is a plus
- Previous internship experience in Supply Chain, Warehousing, or Operations

Preferred Education Level & Degree, Experience, Other

- Bachelor’s or Master’s degree in Business, Supply Chain Management, Operations, Transportation, Logistics

JOB TITLE: VOLKSWAGEN AFTER SALES ANALYST

LOCATION: AUBURN HILLS, MI

ROLE RESPONSIBILITIES AND TASKS

This role will be exposed to various departments within the After Sales organization, including Product Support, Warranty & Compliance, and Quality Technical Management. In some areas, the role will provide statistical and analytical support include: forecasting consumer behavior, survey return data, auditing TREAD reports, analyzing warranty/customer relations/field report data for trend analysis, performing Weibull analysis, developing warranty forecasts, and conducting warranty return data analysis. While in the different departments, the Analyst will identify bottlenecks/overlaps, propose a clean process flow with inputs/outputs, and identify improvement potential, while always focusing on the “Customer Resolution Culture.”

Examples of the work assigned to this position:

- Develop an understanding of both internal and external data inputs/programs used to identify potential quality issues.
- Assist in development of statistical models for general trend analysis.
- Run ad-hoc reporting using templates with minor modifications. Create and update Excel templates for engineering use.
- Assist with Fleet Vehicle distribution and scheduling.
- Using data provided by the Data Team, analyze possible quality issues identified.
- Request parts for analysis using part submission lists.
- Report Market/Product issues in technical detail through Problem Resolution Process, and update all tracking documents.
- Through data monitoring, ensure effectiveness of quality measures introduced.
- Maintain and update parts submission list.
- Develop an understanding of Dealer Service department processes and operations.
- Develop an understanding of VW Warranty policies and procedures.
- Convert dealer repair orders to warranty claims for reimbursement.
- Use supporting systems/applications for Warranty claim administration.
- Understand Dealer Warranty Audit procedures and methods.
- Statistical analysis of data and forecasting of trends.
- Obtain an understanding of the system used to capture issues and proposed diagnosis.
- Understand the new model launch process and technical training requirements.
- Develop an understanding of vehicle system operation and diagnosis in dealership with Quality Technical Managers (QTMs).
- Develop an understanding of data systems and reporting responsibilities of the group.

Position Requirements

- Technical background required
- Superior analytical skills and ability to work with large data sets
- Thrives on problem solving, and investigating difficult situations to determine the best resolution
- Ability to translate technical concepts into layman’s terms
- Teach solutions to technical field teams
- Electric vehicle/driver assistance systems background preferred

Preferred Education Level & Degree, Experience, Other

- Computer Science, Engineering, Mechatronics, Mechanical/Electrical, Automotive

JOB TITLE: VOLKSWAGEN BRAND & PRODUCT MARKETING ANALYST**LOCATION: HERNDON, VA****ROLE RESPONSIBILITIES AND TASKS**

The Graduate Analyst in this position will develop a broad understanding of the corporate marketing function and how the department supports our dealer body to drive traffic into dealerships, improve brand image, and attract buyers to the Volkswagen Brand. The Analyst will support the analysis and project management required to understand the competitive position of VW products in the U.S. marketplace, and will gain insights into the entire value chain of how products are planned and managed, from inception through the vehicle lifecycle. The Analyst will develop an understanding of marketing strategy and brand analytics by supporting the Brand Management & Performance team in analyzing consumer data and developing actionable conclusions from that information. This role will then assist in executing our national media plan by working with the Marketing Communications team to leverage internal agencies, support marketing of new vehicle launches, and leverage social media to drive sales. This person will be integral to Volkswagen's efforts to strengthen our position in the US automotive market by broadening our vehicle portfolio and increasing the competitiveness of our vehicles.

Examples of work assigned to this position:

- Customer Understanding: Analyze data from customer demographics, purchase and rejection trends, prioritization of feature content, use cases, and other elements to create portraits of the current and future VW customer, as well as similarities/differences to competitors' customers.
- Volumes and Pricing: Work cross-functionally within VWoA to develop consensus on proposals for volumes, pricing, equipment, and incentives to support the development of business cases for planned and potential future vehicles.
- Model Lifecycle Management: Work with counterpart organizations in VW Headquarters (Germany) to investigate technical and financial feasibility for lifecycle actions (e.g., model-year change, mid-cycle facelifts, etc.) to maintain product competitiveness.
- Competitive Analysis: Gather industry data about current and future competitor offerings to help develop forecasts for future engine requirements (e.g., power and fuel efficiency).
- Market Knowledge: Collate and/or generate slides to support the US market's position on decisions impacting both conventional and electric powertrains from the eye of the consumer.
- Reporting/Market & Consumer Intelligence: Support of ongoing market reporting tasks. Monthly segment trend analysis, supporting total market forecasting, economic reporting and trends. Support of owner data and analysis, target customer data and analysis.
- Research Library Maintenance: Assist in the maintenance of the Research Library.
- Strategy and Performance: Gain understanding in VW marketing and communications strategy and campaign performance.
- Social Media: Assist social media manager with the strategy and execution of the social media plan. Monitor VW-owned social channels and assist in the development and approval of the weekly content calendar. Work closely with social media agency to execute campaigns.
- Brand Advertising: Manage Monthly Marketing News updates and assist with overall execution on brand advertising campaigns across all mediums. Manage logistics and inventory of vehicles in marketing fleet.
- Dealer Digital Marketing: Assist in implementing dealership-facing digital programs to drive traffic for brand. Work with agency partners to develop relevant media campaigns and web site content toward this purpose.

Position Requirements

- Self-starter who can manage high volume of assignments
- Can work independently and collaborate with others; flexible
- Strategic mindset who can piece together the bigger picture
- High energy and enthusiasm to learn
- Ability to problem solve and think critically
- Must be able to interact with individuals at all levels of the organization
- Demonstrates initiative and willingness to speak up
- Prefer candidates with a business-oriented background
- Superior analytical skills (Excel, Power Point)
- Familiarity with SPSS, Tableau (if applicable)

Preferred Education Level & Degree, Experience, Other

- Bachelor's or Master's degree in Business, Marketing, Advertising, Communications, Analytics, Data Science

JOB TITLE: VOLKSWAGEN CENTRAL REGION & FLEET ANALYST

LOCATION: IRVING, TX & HERNDON, VA

ROLE RESPONSIBILITIES AND TASKS

The Central Region & Fleet Analyst position provides a unique opportunity for exposure to Volkswagen from both a Regional and Corporate perspective. In the region rotation, the Analyst will be exposed to the main functions related to dealership and region operations: sales, distribution, network, and marketing. The Analyst will have the opportunity to work closely with the field sales team, and gain exposure to dealership operations. At corporate headquarters in Herndon, VA, the Analyst will dive deeper into the Fleet & Remarketing department. The Analyst will develop a thorough understanding for challenges and opportunities new Fleet business models and new electric powertrains have on an auto manufacturer, as well as engage in industry leading research and help define the direction of VW business in the US Market.

Examples of the work assigned to this position:

- Learn the sales side of the business by understanding the company’s sales goals and the objectives the dealers/region are held accountable to achieve. This position is vital to our success and will help us analyze potential opportunities to increase sales for key markets and dealers.
- Gain a deep understanding of logistics and how we ensure dealers are receiving the right car, at the right place, and at the right time to maximize sales. A key piece will be analyzing the speed of sales, turn rates, and trims to ensure cars are being assigned to the proper locations.
- Learn how regions propose new dealers, buy/sells, and how we push underperforming dealers. In addition, the candidate will walk away with a level of understanding of the dealer’s financial statements and franchising packages. The candidate will play a key role in organizing franchising packages.
- Understand the key elements of tier 1, tier 2, and tier 3 level marketing and the regions key role in ensuring all 3 tiers are working in synergy together. The candidate will get a brief understanding in media buying, GRP, and working with our advertising agency. The candidate will help plan, present and deliver key marketing strategies to dealers.
- Project coordinator for the Project Mission Control – VWGoA project to rollout Electric Vehicles in US market. Lead development of a project plan, and assist with maintenance of project deliverables. Support with industry research, data analysis, developing executive presentations, customer interviews and research.
- Using data provided by VWGoA IT systems to analyze the impact of 6/72 on continued Certified Pre-owned business. Work to refine the go-to-market strategy for MY90 / MY20 models. Perform statistical analyses of data and forecasting of trends. Interface with marketing vendor to develop & maintain marketing calendar. Develop better reporting capability using data visualization tools.
- Develop an understanding of Commercial Fleet Sales processes and operations. Support the MY19 / MY20 sales planning and rollout. Support Fleet Manager in collaborating with Electrify America and Green Cities initiatives to strengthen sales.

Position Requirements

- Self-starter with high levels of initiative
- Strong analytical skills (Excel)
- Confident communication style (able to interact with individuals at all levels of the organization)
- Track record of involvement in extracurriculars, particularly in leadership roles
- Flexibility and adaptability to changing circumstances

Preferred Education Level & Degree, Experience, Other

- Bachelor’s or Master’s degree in Business, Marketing, Finance, Sales, Sales, Management

JOB TITLE: VW CREDIT, INC. FINANCE ANALYST

LOCATION: HERNDON, VA

ROLE RESPONSIBILITIES AND TASKS

The main purpose of this role is to employ and train a high-caliber recent graduate from a Bachelor’s or Master’s program in a variety of roles in Volkswagen Credit, Inc. (VCI) Finance. The Graduate Analyst in this role will rotate through several departments, including Financial Planning & Reporting, Pricing, and Accounting. Although the position will be primarily focused in Controlling, the analyst will have opportunities to gain exposure to several other functional areas within the organization.

Examples of work assigned to this position:

- Learn the basics and advanced skills of financial planning and forecasting.
- Work on the major German reporting assignments (Planning Round, Monthly Forecasting Processes, and Product Profitability Reporting).
- Understand how budgets are developed, controlled, aggregated, and measured, as well as key metrics of success and steering.
- Assist in the operation of the financial models and identify process improvements. Ensure all processes are documented accurately.
- Work on additional monthly reporting to other stakeholders (i.e. brand colleagues, senior leadership team).
- Work with the Product & Pricing team to learn the principles of pricing for Retail, Lease, Commercial Credit, and Ancillary products. This includes an overview of the pricing process, pricing models, ROA steering, and MPR controlling.
- Assist the monthly pricing and reporting team by working with treasury, SG&A and the brand colleagues to set interest rates for retail and lease portfolio.
- Ensure target returns are achieved and if any variance is identified, understand the root cause and work on solution.
- Learn about pricing principles, supply & demand, used car vehicle values and understanding of remarketing process.
- Gain general understanding of the captive business model.
- Shadow all other teams within VCI to understand the big picture and the business operations.
- Apply new found knowledge and understanding to your role in your rotation.

Position Requirements

- Critical thinking skills are required; encourage candidates to challenge why things are done the way they are and recommend process improvements
- Hard worker who is able to work independently
- Advanced Excel and Power Point skills
- Strong attention to detail and time management
- Must possess superior communication and presentation skills
- Ability to collaborate with multiple stakeholders
- Self-motivator who thrives working with challenging problems; high levels of initiative

Preferred Education Level & Degree, Experience, Other

- Bachelor’s or Master’s degree in Finance, Accounting, Financial Planning

JOB TITLE: VW CREDIT, INC. REMARKETING & CUSTOMER EXPERIENCE ANALYST

LOCATION: AUBURN HILLS, MI & LIBERTYVILLE, IL

ROLE RESPONSIBILITIES AND TASKS

The main purpose of this role is to employ and train a high-caliber recent graduate from a Bachelor’s or Master’s program in a variety of roles in the VCI Remarketing and Customer Experience departments. The Analyst will be directly involved in strategic projects that transform the way business is currently done today. This Analyst will be instrumental in shaping these key projects and play a critical role in their successful launch. The Analyst will have a chance to create and lead projects to enhance the customer experience for all operational functions with direct customer experience impact. The candidate in this role will develop a broad skill set in Customer Experience and Dealer Remarketing that will position them for a variety of short and long-term career opportunities within VW Credit, Inc.

Examples of work assigned to this position:

- Monitor and provide management with performance reporting, analysis of work flows, and productivity of the Dealer Services Group.
- Support Direct strategy and operations of the VW/Audi Direct websites and the dealer purchase experience.
- Development of communications to dealers as it pertains to the Direct strategy.
- SWOT analysis of the VW Affinity and Keep It Audi (KIA) programs, as well as Dealer Service Loaner program.
- Campaign management assistance with invoice reconciliation.
- Assistance with auction site audits and reporting and audit follow-up action items.
- Analyze and report on parts and tool availability, physical channel sales, velocity analysis.
- Document processes and procedures to maximize auction location efficiencies.
- Coordinate special event marketing for in-lane sales.
- Industry benchmarking on OEM peer group physical lane structure, policy and procedures.
- Conduct benchmarking research on key contact center functions for other automotive captive finance companies.
- Propose project recommendations that promote progress and alignment with Route 2025 vision.
- Provide enhanced reporting on Customer Survey results and project support for any survey initiatives.
- Work closely with leadership teams to support continued alignment strategy efforts for customer-facing Contact Center functions.
- Collaborate with Analytics team to enhance dashboard reporting to support all Care teams.
- Ensure all processes are clearly and accurately documented within knowledge base and annual Guidelines and Practices.
- Provide Customer Operations support for identified technology enhancement projects.
- Work with End of Lease vendor lead and VCI Marketing team to evaluate and refine End of Lease communication efforts.
- Implement strategies to enhance the customer experience through telephony and knowledge base upgrade projects.
- Support transition to new inspection vendor through various projects and attend regular touchpoints.

Position Requirements

- Possesses superior written and verbal communication skills
- Ability to multi-task and prioritize several projects at once; flexibility is key!
- Quick learner, with an emphasis on analysis
- Can work closely with all levels of leadership and work to build and maintain relationships
- Advanced Excel and Power Point skills
- Must be willing to examine processes critically and innovate solutions
- Must have the self-confidence to speak up and defend a position
- Inquisitive and curious; open to learning
- Past track record with collaboration and working with different types of people
- Project management experience

Preferred Education Level & Degree, Experience, Other

- Bachelor’s or Master’s degree in Business, Management, Finance, Accounting, Marketing

JOB TITLE: VW CREDIT, INC. RISK MANAGEMENT ANALYST

LOCATION: LIBERTYVILLE, IL & HERNDON, VA

ROLE RESPONSIBILITIES AND TASKS

The VCI Risk Management Analyst will have exposure to risk in the areas of both consumer and commercial credit. The Consumer Credit rotation will include fair lending, consumer risk reporting and planning, residual value risk assessment, overall reserve adequacy, credit risk modeling and provisioning, and residual value impact modeling. The Commercial Credit rotation will include regional underwriting and portfolio management activities including interactions with the sales operations team. Additionally, experience in the corporate team will include national portfolio monitoring and report generation, as well as special analytical assignments for the executive team. The analyst in this role will develop a broad level of expertise in the areas of risk management with potential career opportunities in both field and corporate risk management functions.

Examples of work assigned to this position:

- Support the Fair Lending BISG Dealer and Portfolio monitoring process.
- Conduct analysis on probability of default and statistical modeling.
- Develop knowledge of lease/retail portfolio performance, application scorecard, and statistical modeling.
- Develop knowledge of portfolio monitoring and underwriting at the regional level; understand key processes and interactions with the regional sales operations team.
- Work with commercial credit manager in a region to monitor regional dealer portfolios, conduct dealer audits, address funding issues, and monitor dealer inventory levels.
- Spearhead reports supporting RV Risk and reporting, including:
 - Accounting and controlling reserve reporting, Weekly/Monthly production reporting
 - Residual value statistical modelling, Residual value risk modeling/forecast modeling
- Learn about portfolio monitoring and underwriting at the national level.
- Participate in special analysis for executive team.
- Prepare materials for executive committee that considers/approves commercial credit proposals.

Position Requirements

- Previous internship in finance or banking is a plus
- Particular interest in risk management
- Strong communication skills, with an ability to present analysis in layman’s terms
- Detail oriented, has an analytical mindset
- Shows initiative and a willingness to learn
- Proven track record of leadership experience
- Particular and methodical; takes extra steps to ensure quality and accuracy in their work
- Skilled in managing multiple tasks/projects at one time in a high pressure environment; shows resilience
- Experience with databases (SQL or Access) and SAS is a plus, superior Excel skills
- Experience with Java/R/Python and passion for automation/big data analytics to drive improvements in metrics and operations across the business is a big plus

Preferred Education Level & Degree, Experience, Other

- Bachelor’s or Master’s degree in Mathematics, Statistics, Accounting, Business