

INNOVATE YOUR STORY

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Consumer Operations

Consumer Operations works to meet GE Appliances owners' needs and expectations post-sale. Consumer Operations is comprised of many teams, including Advanced Service Operations, ERP Services, Factory Service repair technicians, Ownership Experience, Advanced Services Inc., and the Parts Microenterprise and Distribution. Each team ensures all business decisions are focused on enhancing business processes while keeping our owners at the heart of all we do.

The co-op roles offered include those in Factory Service and replacement Parts (Parts Microenterprise and Distribution). Specifically, Consumer Operations provide numerous opportunities for development as co-ops work within the Jeffersonville and River Ridge warehouses reducing backorders, lead times and managing service parts from the plants at Appliance Park. In addition, co-ops work to meet the Home Depot Implementation timeline to maintain and grow the business and support process improvement for the Technical Support Call Center while producing, analyzing, and effectively reporting daily measurements.

Why You Want This Experience

- Problem-solving, analytics, training material creation, and warehouse logistics experience
- Developmental opportunities through reducing backorders, lead times, and managing service parts
- Opportunity to meet customer implementation timelines to maintain and grow the parts business
- Gain data analytics and reporting skills through process improvement



“In my Consumer Operations role, I was able to analyze a completely new process for selling service parts on Amazon. This was a unique experience as I helped to expand GEA Parts revenue channels and I saw how my work directly impacts consumers.”

- Morgan



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