It takes a lot of hard-working people to keep Fifth Third Bank running smoothly while making the customer experience look easy. And it takes the right people to keep delivering excellence. Seeing the results of all that work—satisfied customers, well-run business units and teams collaborating successfully—is a very rewarding experience.

Learning to lead individuals, departments and divisions to operate at peak performance is what the Operations Leadership Program (OLP) is all about.

OLP participants will engage in a variety of operational settings, from customer-facing, to high production and detail, to project management/process improvement. Throughout the program, you’ll cultivate your ability to thrive in a leadership role in our customer-centric environment by being adaptable and flexible while delivering the leading-edge business solutions we offer.
Career Paths

The OLP career path can lead to roles within the Bank, such as:
• Operations supervisor/manager.
• Process improvement analyst.
• Project manager.
• Quality control analyst.

OLP full-time and internship assignments are located in Cincinnati.

OLP candidate qualities include:
• Desire and ability to lead and manage teams.
• Passionate about process improvement and customer experience.
• Strong relationship-management skills.
• Aptitude for project management.
• Problem-solving and critical-thinking skills.
• Ability to work with a variety of people and processes.
• Majors: management, operations, communications; cumulative GPA of 3.0 or higher.

We designed our leadership programs to provide meaningful work experience and targeted educational experiences to develop future organizational leaders.

Participants can strengthen their career progression and performance within their selected business path through:
• Rotational assignments.
• Exposure to senior leaders.
• Performance feedback and coaching.
• Mentoring relationships.
• Leadership and professional development through targeted education curricula.
• Social and team-building opportunities.
• Community involvement.

For more information and to apply, contact your university’s career services office or visit college.53.com.