

Position Classification

Department: Administration

Compensation Structure: Hourly

Level: 3

Reports To: Supervisor or Manager

Summary/Objective

The Assignment Specialist is responsible for supporting the Skip Tracing Department in electronically outsourcing assignments to Repossession Vendors. The Assignment Specialist will ensure successful transmission of information from Location Services to the Repossession Vendor and will utilize exceptional customer service in order to assist both the Repossession Vendors and the Skip Tracing Department in effective communication.

Essential Functions

- Electronically outsourcing all Location Services assignments for repossession to Repossession Vendors via proprietary electronic platforms
- Validate preset assignment criteria to ensure quality of assignment
- Confirming receipt of outsourced assignment with Repossession Vendors via telephone or electronic communication
- Providing first-level support service to the Repossession Vendor in troubleshooting systems, answering routine questions, and analyzing the need for escalation to the Skip Associate Analyst, Supervisor, Manager, or the Vendor Services Department
- Appropriately notating accounts within the electronic systems of record and escalating as needed in the instance of: assignment decline by Repossession Vendor, fees requested, requests for additional information, any escalations.
- Assisting the Skip Tracing Department in obtaining assignment updates from the Repossession Vendors and appropriately noting electronic systems of record.
- Communicating with clients to obtain clarification, request approval, and answer questions.

Competencies

- Must possess a professional phone demeanor
- Excellent verbal and written communication
- Detail oriented, efficient and accurate data typing and research

- Must type at least 40 WPM
- PC proficient
- Demonstrate the ability to follow basic procedures
- Strong customer service skills
- Effective organizational and communication skills
- An ability to function well as part of a team
- Excellent time-management skills
- Ability to multi-task and work under pressure

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are variable and based on business need. Evening and weekend work may be required as job duties demand.

Education and Experience

- High school diploma or G.E.D required
- At least 1 year of customer service or administration in any office related industry
- Phone experience required, must be able to answer and complete multiple phone lines.
- Working Microsoft Office, Word, Excel, PowerPoint and Outlook experience

AAP/EEO Statement

Location Services provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Location Services complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.