

Senior Skip Representative



Position Classification

Department: Skip & Forward Repossession

Compensation Structure: Non-Exempt / Monthly Incentive Plan

Level: 4

Reports To: Skip & Repo Team Leader

Summary/Objective

In addition to existing duties of a Skip Representative, the Senior Skip Representative role will utilize applicable tools and resources, including leadership and Learning & Development, to provide Skip Representatives with additional training and mentoring to further develop Skip skills and increase overall performance objectives.

Essential Functions

- Use all internet databases and phone tools to locate customers and/or collateral
- Build successful relationships with contractors and clients to service accounts
- Communicate verbally and systematically with clients and/or contractors to complete assigned tasks
- Provide updates regarding account status and service levels; recommend changes if needed
- Obtain new leads on customers / collateral locations
- Monitor trends, and coach, motivate, and train Skip Representatives to achieve performance objectives and individual / team goals. Assist Team Leader with coaching / documenting successes and opportunities
- Deliver training and instruction to engage and stimulate existing and newly hired employees in a manner that promotes transfer of knowledge and application of skills. Promote retention through effective use of questioning, presentation, and facilitation skills, and provide feedback and coaching that enhances performance.
- In Team Leader's absence, assists in addressing account and process related questions.
- Work closely with Leadership to establish process workflow improvements, intermittent involvement in special projects to ensure business needs are met.

Competencies

- Ethical conduct
- Performance management
- Communication proficiency
- Organizational skills
- Time management

Senior Skip Representative



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 GED required
- Bachelor's degree or higher, in business related field, preferred
- Minimum 2 years in auto-finance, collections, or call center experience, specifically in the area of Skip Tracing, preferred

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.