



Skip Tracer

Location: Ann Arbor

Summary/Objective

Skip Tracers are responsible for skip tracing accounts within the scope of applicable laws and regulations in a manner that denotes professionalism and integrity

Essential Functions

- Use all internet databases and phone tools in order to locate customers/collateral
- Build successful relationships with contractors and clients in order to service accounts
- Communicate verbally or systematically with clients and/or contractors to:
- Provide updates regarding account status and service levels; recommend changes if needed
- Obtain new leads on customers / collateral locations
- Obtain any necessary documentation or guidance to pursue the collateral/customers (i.e. Credit Applications/Reference sheets and prior communication with their customer)
- Ensure all information/leads provided are being acknowledged and reacted to
- Provide frequent updates to summarize progress made throughout the lifecycle of orders until concluded
- Monitor recovery industry for competitive changes and new products that will assist collateral recovery
- Conduct initial review of information provided by clients to ensure accuracy
- Skip Tracing of customers and/or other parties to:
- Identify the best known address to locate the client's collateral or customer
- Determine if the client's customer has filed Bankruptcy, Active Duty Military, current owner/registrator of the vehicle
- Confirm the current Lien holder (if any) of the collateral being pursued
- Initiate contact with client's customers, references, relatives and associates
- Schedule and assign orders to appropriate contractors to ensure expectations are met and information provided is understood

Competencies

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

Location Services, LLC. Skip & Forward Team Leader



- Time management

Education and Experience

- Either 2+ years skip tracing related experience or minimum 1 year internal Light Investigative Skip (LIS) or 2 + years of collection or repossession experience
- Knowledge and thorough understanding of internet search tools utilized to trace individuals or collateral
- Full working knowledge of / experience with state and federal rules and regulations pertaining to the CFPB, FDCPA, GLBA, ECPA/TPA
- High school diploma or equivalent

Location Services is the nation's only vertically integrated provider of end-to-end recovery, skip tracing, LPR, locksmith and transportation services within the automotive industry. We deliver more than just our services. Our strong drive for building relationships with our client and vendor partners is evident in our business operations and culture. Our dedicated staff caters to our client's SLA needs with integrity and commitment.

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.

Applicants must be legally authorized to work in the United States