

## Position Description

### **Skip Tracer**

**Location:** Troy, MI

**Employment Type:** Full-Time

**Employment Area:** Enforcement Department

### **Job Summary:**

A Skip Tracer is responsible for locating a customer's whereabouts and assets.

### **Primary Duties and Responsibilities:**

- Promote the firm's vision and Mission
- Locate customers using basic and advanced skip tracing tools
- Identify assets for garnishment and/or execution
- Communicate with third parties for the purpose of acquiring customers' location information
- Search private databases, public records and the world wide web
- Review and analyze credit applications and reports
- Verify customer information
- Diary customers' accounts for next action
- Meet and exceed company and client goals
- Comply with all federal, state and local regulations
- Comply with all office policies and procedures

### **Knowledge, Skills and Abilities:**

- Excellent analytical, research, investigative and organizational skills
- Ability to read, write and speak fluent English
- Complete knowledge and understanding of all relevant federal, state and local collection regulations including the Fair Debt Collection Practices Act ("FDCPA")
- Ability to use standard office equipment including a computer, keyboard, copy machine, phone system and calculator
- Familiarity with Microsoft Office applications (Outlook, Word and Excel) and collection software
- Advanced knowledge of skip tracing applications and websites
- Basic typing skills
- Ability to be self-motivated
- Desire to work with others in achieving company and client goals

### **Minimum Education and Experience Requirements:**

- At least a high school diploma or GED required
- At least 2 years of skip tracing experience preferred

### **Other Work Requirements:**

- May be required to work evenings and weekends
- Successfully pass pre-employment testing including criminal background check, credit check and drug testing