Skip Tracing Specialist

The Collections Research & Skip Tracing Specialist is responsible for performing investigative research to locate consumers, identify updated contact information, verify employment and assets, and support the recovery process. This role requires strong analytical abilities, attention to detail, and the ability to effectively use databases, public records, and technology to solve research challenges. Enter and maintain existing accounts within system

Primary Responsibilities:

- Conduct skip tracing using internal systems, public records, databases, online resources, and other research tools.
- Locate and verify addresses, phone numbers, employment information, assets, and other relevant consumer information.
- Review returned mail and determine appropriate next steps.
- Analyze account history and available information to determine the best research strategy.
- Update account notes and records accurately and thoroughly.
- Work closely with collectors, attorneys, and other departments to provide timely research results.
- Prioritize and manage a high volume of research requests.
- Identify trends, opportunities, and process improvements to increase recovery efforts.
- Maintain compliance with all applicable federal, state, client, and company requirements, including confidentiality and data privacy standards.

Qualifications and Requirements:

- Education: High school education
- Experience: Prior experience in skip tracing, collections, banking, insurance, investigations, customer service, or administrative research preferred.
- Strong computer and internet research skills, including the ability to learn multiple systems and databases.
- Professionalism and discretion when handling sensitive information.
- Excellent organizational skills
- Computer Skills: Strong computer skills: Familiarity with Windows Operating System, Excel, Outlook
- Travel: N/A

Great work environment and attractive benefits package including health, FSA, HSA, dental, vision, disability, and life insurance, 401(k) Plan, paid holidays, paid volunteer time off, and generous paid time off (PTO) policy.

KWA IS AN EQUAL OPPORTUNITY EMPLOYER: *Applicants are considered for positions without regard to race, color, religion, sex, gender identity or expression, sexual orientation,*

national origin, age, disability, veteran status, or any other consideration made unlawful by applicable federal, state or local law.