
Name of Organization: ID Experts®

Job Title: Recovery Advocate

Reports to: Recovery Manager

Role:

The Recovery Advocate will serve as the primary link to victims and potential victims of Identity Theft who are members and affiliates of ID Experts. The Recovery Advocate will manage a caseload of victims, act as a resource, and perform the functions necessary for the recovery and restoration of their victim's identities.

Recovery Advocates will assist victims with a level of individualized attention and service that is in line with the overall purpose of ID Experts, which is superior service. Recovery Advocates will motivate and encourage victims to participate in the recovery process as well as provide the information, resources, and support needed to recover their good name.

These activities will occur within the scope of ID Experts performance standards, the company's mission statement, and in accordance with the policies and procedures set forth.

Essential Duties and Responsibilities:

Winning the victims' trust and getting along with the victim is very important. Confidentiality and respect for privacy are key. Energy, enthusiasm, communication skills, and a positive attitude are required. Empathy, compassion, and general willingness to assist the victim are also important characteristics of a Recovery Advocate.

Additional Duties:

- Evaluate victim's case
- Assists victim in reporting crime to various institutions and notifying all appropriate agencies
- Assists with the processing of all victim/agency correspondence including but not limited to affidavits and claims of fraudulent activity
- Able to work under pressure while dealing with sensitive and confidential issues
- Creates an individualized damage assessment and recovery plan based upon the information provided by the victim
- Maintains thorough record of all communication to and from all involved parties
- Maintains an on-going relationship with victim, ensuring satisfaction with quality of service and prevention of further fraudulent activity

Required Skills:

Critical skills required are patience, tact, written and verbal communications, and the ability to build relationships and trust with victims. Recovery Advocates must be highly organized, possess knowledge of the processes involved in recovering the victim's name, portray confidence, exude a positive image that reflects well on the organization, and have the ability to work with highly confidential and personal victim information. Additional required skills are:

- Ability to analyze situations carefully and adopt effective courses of action and document completely
- Interpret verbal communication into effective written record, e.g. reports and other professional letters, memoranda, and documents
- Detail oriented
- Capable of independent and creative problem solving
- Ability to present the facts in a thorough, factual, and organized manner
- Build collaborative relationships, and work effectively with law enforcement, credit bureaus, and other agencies
- Ability to develop and present recommendations to management, recovery team members, and participants
- Ability to work with individuals with varying economic, educational, and cultural backgrounds
- Ability to follow oral and written directions, in the form of written procedures and scripts

Required Experience and/or Education:

There are no specific work experience requirements Preferred experience and education are:

- 2 years experience in a client based services environment performing case management duties.
- Bachelor degree