



**Open Position:**

Recovery Specialist

**About the Opportunity:**

Responsible for assigning repossessions orders to the appropriate agent and facilitating the recovery process. In addition to the expectation that you adhere to your department's attendance policy, duties include but are not limited to the following. Other duties may be assigned.

- Assist the Recovery Department with assigning repossession orders to Repo Agents in the appropriate area.
- Process condition reports received from agents after vehicle has been repossessed.
- Order Notice of Intent to Sell letter (NOIT) based on specific state guidelines.
- Handle releases related to reinstatements, redemptions or bankruptcy.
- Assist customers who want to redeem their repossessed vehicle.
- Assist the Recovery Department with processing invoices
- Manage Repo Agent relations.
  - Handle complaints.
  - Price negotiations on charges.
  - Handle requests for extra mileage fees, flatbed requests.
- Maintain a professional and customer-friendly manner with each account and contact. Display a willingness to take direction, work cooperatively with management and co-workers, and project a positive demeanor. Conduct oneself in a professional manner at all times.

**About the Company:**

CPS is a national auto finance company specializing in financing consumers with past credit problems. CPS has been in business for 20 years and serves over 4,000 auto dealers across the U.S. The CPS finance program allows customers with past credit problems to drive a reliable later model used car while rebuilding their credit with on time payments.