

Position: Privacy Advocate

Timing: TBD

Location: Scottsdale, AZ

Description: InfoArmor provides leading-edge; user-friendly privacy management solutions that enable businesses to help their clients proactively manage their personal information.

As a Privacy Advocate - Level II you will be responsible for managing complex identity theft resolution cases, analyzing client records that have been flagged by our identity monitoring solution, and making outbound calls to clients to review and remediate potential threats.

This includes:

- Communicate directly with clients to resolve complex issues and routine questions.
- Key contributor on a team of 2-5 customer service professionals
- Develop scripting and email templates for standard and non standard communications
- Process development and improvement for customer service touch points
- Manage and own projects from start to finish
- Key stakeholder in rollout of new clients. (including training, and development of client specific procedures)
- Take ownership of assigned identity theft resolution cases and act as an interface between the client and third party companies/merchants when needed.
- Identify, analyze and solve clients' concerns by setting realistic expectations, providing viable solutions and demonstrating excellent follow through.
- Script detailed engagement notes in client's file and chart the resolution process until the case is closed.
- Back up Level I servicing queue by taking inbound calls with the ability to display passion and empathy in order to build rapport and confidence with resolution as top priority.
- Respond to inquiries directly from clients in various forms of contact including inbound phone calls, email, and live chat with the ability to respond in a professional manner with first call resolution always top of mind.
- Up-sell additional products and services in order to meet clients' total privacy needs.
- Provide ideas/feedback on current work environment in order to enhance and streamline processes and improve the overall client experience.
- Any other assigned tasks/jobs.

Education/Experience:

- Associate's or Bachelor's degree, preferred but not required AND/OR
- 3 years or more of proven Customer Service experience

Required Skills:

- Strong work ethic and written and verbal communication skills
- Excellent listening skills and ability to build rapport and confidence with clients
- Ability to analyze customer data in a very efficient and timely manner
- Works well independently and in a team environment
- Ability to navigate multiple software applications
- Outstanding typing and computer comprehension
- Excellent performance record in managing client relationships at all levels
- Proven leadership and relationship skills
- Effective change management skills
- Self starter and effective communicator

Compensation:

- Salary and benefits dependent on experience

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- Salary, benefits and stock options dependent on education and experience

Other Key Considerations:

- Background check and drug screen required for employment
- This position could potentially be employee number seven
- Sufficient growth opportunities within the company