



BEYOND BUSINESS
VIRTUAL ASSISTANTS

Job Title: Credit Repair Specialist

Reporting to: Client and BBVA Account Manager

As a Credit Repair Specialist at BBVA, you will be responsible for helping clients improve their credit scores by analyzing their credit reports, identifying issues, and providing actionable solutions. You will work closely with clients to guide them through the credit repair process, ensuring they understand their credit situations and empowering them to take control of their financial future.

Expectations:

- Provide high-quality credit repair services to clients to improve their credit scores.
- Maintain confidentiality and discretion when handling sensitive client information.
- Ensure clients receive clear, actionable advice to resolve credit issues.
- Maintain up-to-date knowledge of credit repair best practices and regulatory requirements.

Duties and Responsibilities:

- Review clients' credit reports to identify negative items that impact their credit scores.
- Work with clients to dispute errors, negotiate with creditors, and remove inaccurate or outdated information.
- Provide personalized advice to clients on how to improve their credit scores through responsible financial practices.
- Track progress on clients' credit repair efforts, ensuring continuous improvement.
- Maintain accurate and organized client records, tracking their credit status and progress.
- Educate clients on credit repair strategies and ensure they have the tools needed to maintain a healthy credit profile.
- Stay updated on changes in credit laws and regulations to ensure compliance.

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📍 Pennsylvania, USA



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Deliverables:

- Accurate and timely credit report analysis and recommendations.
- Consistent progress in clients' credit scores, with clear communication on updates and results.
- Detailed records in CRM of client interactions and credit repair steps.
- Achievement of client satisfaction goals, ensuring clients feel empowered and knowledgeable about their credit health.

Communications/Interactions with BBVA and the Client:

- VA Manager (VA Admin Lead) – daily
- VA Team – weekly or as needed
- Client – weekly updates or as needed
- Other Teams – as needed

Knowledge/Skills:

- Proven experience in credit repair or related financial services.
- Knowledge of credit scoring systems and the credit repair process.
- Strong communication skills, both written and verbal, with a professional and courteous demeanor.
- Proficiency in using credit repair software and CRM systems.
- Ability to work independently and proactively, with minimal supervision.
- Strong attention to detail and accuracy when working with client information.
- Ability to handle sensitive client information with confidentiality and discretion.