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# Example of Manager, Retention Job Description

Our company is hiring for a manager, retention. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for manager, retention

* Supports multi-year resource planning, budgeting and recruitment model/strategy to meet the needs of the therapeutic area(s) and drive cost efficiencies
* Serves as the Therapeutic area expert on industry best practices related to patient recruitment and retention
* Fosters a culture of continuous process improvement
* Experience in a consumer marketing and/or trading role and knowledge of customer retention environment
* Knowledge of large scale acquisition and re-contracting campaigns, analysing trading data and formulating insight and recommendations
* Understanding of commercial metrics (raised provides, re-contracts, churn, upsell)
* An articulate storyteller, with an entrepreneurial and commercial mind-set
* Knowledge of call center operations and activities is a plus
* Prepare information on plans, progress, issues, for records management governance committees
* Manage a team of Retention Support Analysts and guide team to prioritize their work flow, focus and optimize their efforts as they relate to their short, mid and longer term goals

## Qualifications for manager, retention

* Must have 3-5 years of experience in the Mortgage Industry within a Call Center model in a Sales Management or team lead capacity
* Creative, data-driven marketer that loves inventing, testing and executing new projects
* Excellent project management skills and proven ability to work with designers & web developers
* Team player with strong communication skills and a hands-on, roll-up-your-sleeves work ethic
* Bachelor’s degree, with at least 5-7 years experience in digital marketing at a SaaS based company
* Prior customer service experience is mandatory with experience in an inbound/outbound voice process