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# Example of Retention Representative Job Description

Our innovative and growing company is looking to fill the role of retention representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for retention representative

* Interface with service to ensure high customer satisfaction including appropriate involvement with subscriber turnover
* Assist with accounts receivable matters when required
* Complete any special tasks or duties as assigned by your Manager
* Reports documentation of office visits and any necessary follow up activities
* Handles customer requests and maintains customer satisfaction
* Initiates calls to new providers targeting specific program needs and target areas within regional territory
* Recruits providers that currently have a low provider participation based on client need
* Promotes and recruits for THSteps Medical and Dental, CSHCN, Family Planning and other services
* Promotes and recruits providers to use web based applications such as electronic claim submission and the Provider Enrollment Portal
* Delivers presentations for professional organizations and teaching schools

## Qualifications for retention representative

* 1 - 3 years Door to Door sales experience highly preferred
* 4year BS/BA degree is strongly preferred with a mixture of 2-4 years of experience in business-to-consumer sales
* Minimum 3 years of successful outbound telesales in a call center required
* Turn reasonable requests for disconnection or downgrade into save opportunities or potential sales
* Build customer loyalty by providing legendary customer service
* Complete disconnect, transfer and seasonal downgrade orders and update customer accounts in customer record database