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# Example of Retention Representative Job Description

Our innovative and growing company is searching for experienced candidates for the position of retention representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for retention representative

* Reviewing all product returns and cancellation requests
* Identifying the returns and cancellations that provide an opportunity to save / win-back the customer’s business
* Online services and software solutions, working with the Sales team to determine appropriate action
* Recording the history of all business recovery activities in the back office
* Orders and subscriptions unable to be saved, initiating the appropriate back office action
* Customer requests outside policy, informing the customer and providing information on when they will be eligible for cancellation
* Maintaining and distributing the monthly Business Retention & Re-order activity report
* Working with team members to deliver on the assigned annual team target
* Other related contact centre duties as assigned by the supervisor or director
* A minimum of 2 years in a contact centre role

## Qualifications for retention representative

* 2+ years customer service experience required, sales experience preferred
* Ability to remain calm and confident while managing confrontation and rejection
* The ability to handle a stressful workload and to multi-task
* The ability to interact with and influence decision-makers and strong negation skills
* The ability to work in a fast-paced environment while maintaining accuracy
* A high degree of patience and the ability to deal with and satisfy difficult customers