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# Example of Retention Representative Job Description

Our growing company is hiring for a retention representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for retention representative

* PC skills, MS Office and Internet
* Receives, investigates and resolves complaints
* Work via an auto - dialer or manually dial members as identified by the Clinical Quality team to remind the member of a gap in their care according to evidence based medicine guidelines and assist the member with barriers they may have to addressing their health needs
* If Barrier to Care is provider related the agent will assist the member with finding a new doctor and working with provider's office to set up new appointment
* Responsible for the resolution of escalated member calls that are received by the call center
* Processes member terminations
* Establish telephonic contact with member to assess individual's healthcare needs and concerns
* Provide client education
* Calling subscribers to “print only” versions of our loose-leaf services to ask if they would like access to the ProView eLooseleaf version
* Obtaining the names and email addresses of users who do want access (and are eligible based on their print subscription)

## Qualifications for retention representative

* Good knowledge of the corporate internal procedures
* Heavy phone and PC use
* Sitting and wearing a headset for extended periods of time
* Relevant P&C and/or Life Insurance industry experience preferred
* Required Beginner Other Ability to learn and use reporting tools (Crystal, Discovery)
* High School Diploma / GED (or higher) or 10+ years of phone customer service working experience