Downloaded from <https://www.velvetjobs.com/job-descriptions/retention>

# Example of Retention Job Description

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

## Responsibilities for retention

* Be responsible for developing strategies to maximize the retention rate of our rider base
* Think creatively to develop & test new initiatives that you believe can increase our retention rate
* Be focused on reducing the percentage of our rider base that stops working with us, and increase the percentage of our lapsed rider base that restarts working with us
* Develop a deep understanding of the rider onboarding systems and database, in order to formulate your strategy
* Work closely with the Rider Community team to increase the engagement and loyalty of riders over time, but your key focus will be testing commercial initiatives to influence rider behaviour
* Significant commercial awareness, thinking through a ROI perspective and ability to quickly differentiate most impactful tasks/projects
* Take incoming phone calls as needed and answer customer questions regarding his/her account and verify customer information on account is correct and update as necessary
* Educate customers regarding their account, interest accruals, late fees, credit reporting, charge off, payment options and account management options
* Work with other departments/personnel and vendors where necessary to research and follow up on customer issues/concerns and annotate accounts in inter-company systems to document all interactions
* Work with external vendors to resolve outstanding account issues

## Qualifications for retention

* Must be able to travel up to 30% to Philadelphia
* High School Diploma or GED required plus 4+ years Customer Service experience
* Excellent verbal and written communications skills to effectively interact with various Johns Hopkins employees at all levels, Plan beneficiaries, external vendors, legal and governmental representatives and others as needed
* Standard word processing and spreadsheet application skills
* Respond through an inbound que to our existing mortgage clients who are at high risk of paying out their mortgage, and therefore are requesting a change to their mortgage such as lower rates or fees, different terms
* Sales and Mortgage Brokerage background would be beneficial