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# Example of Retention Job Description

Our company is looking for a retention. 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

* Contacts all newly added contract users to introduce them to the products
* Work collaboratively with the Retention team and student services staff to ensure student success
* Participate in the implementation of existing engagement related programs
* Participate in student orientations, convocation and other Teachers College recruitment and advising events and programs as assigned
* Evaluate effectiveness of retention efforts, monitor expenditures and prepare reports
* Establish and build relationships with stakeholders including marketing, engineering, merchandising, creative, copy
* Lead market research projects on customer behavior, competitive analysis and industry trends to develop strategic and tactical plans to meet marketing objectives
* Ensure that agents are educated on and abide by the business rules surrounding the retaining of a customer
* Develop and implement retention strategies and best practices to achieve and/or surpass product and customer relationship retention
* Drive the attainment of key performance indicators including service level, quality, revenue, productivity/efficiency, reliability, and attrition objectives

## Qualifications for retention

* 12 -18 months of collections and/or related experience
* Ability to verbally convey a professional and positive image to customers and associates
* Candidates must possess a bachelor’s degree in Business, Finance, Economics or related field
* 2+ years of experience in data analysis/financial analysis with healthcare data
* Government programs experience (Medicare and Medicaid)
* Minimum 3 years of experience in the digital media, marketing, advertising or entertainment fields