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# Example of Retention Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of retention. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for retention

* Closes the sale on products, systems and/or services
* Acquires and applies in-depth technical knowledge of products, systems and services
* Demonstrates knowledge of the organization's various products and maintenance contracts
* Responsible for the budget process, including managing departmental expenditures and staying within budget guidelines
* Oversee processes and procedures, work order accuracy, quality, and adjustments
* Direct hiring and staffing for call center based on workforce capacity and schedule adherence requirements
* Oversee employee evaluation, development and performance management processes
* Ensure effective and impactful delivery of training to front line customer facing employees
* Attract and retain highly effective management and supervisory staff through mentoring, coaching, development, appraisal and motivation techniques
* Assist in the preparation and management of capital budget, operating budget, and expense management for assigned area

## Qualifications for retention

* Knowledge of residential mortgage business
* Minimum 1-3 years CRM experience (direct experience preferred, indirect possible) in product marketing or associated role
* Understanding of HTML, CSS, Javascript and other presentation technologies streaming media protocols and DRM such as HLS, Smooth Streaming, PlayReady a plus
* Global experience not required but a strong plus
* MBA not required but strongly preferred
* Understanding of HTML, CSS, Javascript and other presentation technologies a plus