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# Example of Sales & Retention Job Description

Our growing company is looking for a sales & retention. 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 sales & retention

* This role will help define the customer and agent experience in conjunction with internal business partners
* Leads the switch team to support new customer acquisition by facilitating the transfer of direct deposits and direct debits or automatic ACH payments for the personal deposit customers setting up bill pay payees on behalf of the consumer
* Owning and developing a strategic and systematic programme of retention activity online
* Proven experience delivering increases in conversion and transactions on ecommerce, B2C websites
* Experience defining and executing a digital strategy
* Experience delivering digital campaigns and creating and implementing a successful retention programme
* Management – inspiring and leading a team
* Have strong commercial acumen and have worked in a commercial environment previously
* Really get digital
* Support activities that impact the CSSR Program partnering with various teams

## Qualifications for sales & retention

* Management of sales validation function and documentation of subscriber’s information required for financing partners
* Management of retention and customer escalations
* Work closely with Ops Execution analyst and adjust team priorities or shift resources as needed
* Coordinate with Retention Strategy Manager to ensure a consistent customer experience across all customer service interactions
* Develop and implement tool kit and training material for customer service representatives
* Share best practices and lessons learned with broader Call Center group