



Example of Customer Loyalty Job Description

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Our company is hiring for a customer loyalty. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for customer loyalty

- Working with franchisees to ensure proper handling of jobs/opportunities within their franchised territories
- Grabbing the phone to help out and set an example when all other team members are busy
- Ongoing supervision, training and support of team
- Leading competitive and highly motivated team
- Maintaining high morale and fun environment within department
- Overseeing and reporting on key metrics
- Staffing and scheduling
- Our existing customer base through working with existing customers that are either requesting disconnect of
- Provide customer service by answering inbound calls from customers and/or service providers
- Act as SME on all matters related to the Plenti member experience in retail channels, identifying and prioritizing areas of improvement

Qualifications for customer loyalty

- Bachelor's degree in Business, Marketing, Retail, Hospitality
- Experience with CRM Systems and Business Intelligence tools, such as Microstrategy, Siebel, Acxiom
- Strategic, analytical and relationship building competencies required, with a strong knowledge of retail math

- Utilize selling technology (Look books, MPOS, b-connected, mobile apps,) to meet the needs of the customer