



Example of Manager, Retention Job Description

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

Responsibilities for manager, retention

- Maintain and ensure sales and retention CC business processes are executed correctly
- To be a proactive, self-starter who takes on challenging responsibilities taking full accountability for the centre's results with commercial acumen
- Excellent communication, interpersonal and influencing skills and the ability to work effectively as part of a team or on your own to deliver the right outcome
- To be numerate and able to interpret reporting and KPIs
- Degree standard of education or equivalent is desirable
- Analyse print and digital retention activity, reporting on effectiveness
- Ensure effective reporting is leveraged across the team
- Manage a team of Retention Representatives as they contact individuals who need to re - certify in order to maintain their benefits and deliver the highest level of professional marketing and customer service standards with potential members successfully re - certifying members in a consistent manner that meets and exceeds the minimum performance standards as defined in the Retention Representative Performance Management Plan
- Manage escalation calls from the Leads team to preliminarily screen potential members for UHC products and follow through to enrollment by setting up appointments for those who appear to qualify
- Monitor, coach and develop associate skills via quality and performance feedback processes month end and annual associate performance reviews

Qualifications for manager, retention

- Hands-on experience with CMS tools
- Ability to juggle multiple priorities and tasks in a fast-paced setting while maintaining a laser-like focus on the details
- Bachelor's Degree in a scientific field required, Advanced degree preferred
- Educate and apply RFM and LTV strategies, execution methods and tools
- Optimize efficiency and quality of campaigns