



# Example of Retention Job Description

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

## Responsibilities for retention

- Be responsible for developing strategies to maximize the retention rate of our rider base
  - Think creatively to develop & test new initiatives that you believe can increase our retention rate
  - Be focused on reducing the percentage of our rider base that stops working with us, and increase the percentage of our lapsed rider base that restarts working with us
  - Develop a deep understanding of the rider onboarding systems and database, in order to formulate your strategy
  - Work closely with the Rider Community team to increase the engagement and loyalty of riders over time, but your key focus will be testing commercial initiatives to influence rider behaviour
  - Significant commercial awareness, thinking through a ROI perspective and ability to quickly differentiate most impactful tasks/projects
  - Take incoming phone calls as needed and answer customer questions regarding his/her account and verify customer information on account is correct and update as necessary
  - Educate customers regarding their account, interest accruals, late fees, credit reporting, charge off, payment options and account management options
  - Work with other departments/personnel and vendors where necessary to research and follow up on customer issues/concerns and annotate accounts in inter-company systems to document all interactions
  - Work with external vendors to resolve outstanding account issues
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- Must be able to travel up to 30% to Philadelphia
- High School Diploma or GED required plus 4+ years Customer Service experience
- Excellent verbal and written communications skills to effectively interact with various Johns Hopkins employees at all levels, Plan beneficiaries, external vendors, legal and governmental representatives and others as needed
- Standard word processing and spreadsheet application skills
- Respond through an inbound que to our existing mortgage clients who are at high risk of paying out their mortgage, and therefore are requesting a change to their mortgage such as lower rates or fees, different terms
- Sales and Mortgage Brokerage background would be beneficial