
Function:

A Retention Agent is responsible for responding immediately to incoming cancellation requests and exploring every opportunity for customers to continue with their membership.

Reports to: Team Leader

Salary expectation: £7.55 - £8.72 hourly rate (age dependant) + uncapped commission

Permanent and temporary positions available

- ✿ Sales experience highly desirable although not essential
- ✿ Working within a highly motivated and target driven team
- ✿ Hours: Monday to Sunday, 08:00 - 19:00, 40 hours a week

Main Duties:

- ✿ Retain the company's most important assets - its customers!
- ✿ To ensure a consistently high standard of customer experience is achieved
- ✿ Answer all incoming contacts professionally within agreed timescales
- ✿ Enter customer information accurately & to the required standards
- ✿ To achieve and exceed all set KPI's
- ✿ Follow up customer calls where necessary
- ✿ To keep up to date with the product; the key journalists and subscription features
- ✿ To take responsibility for personal development, learning and performance levels
- ✿ Liaise with colleagues and department managers to gain solutions to issues

Flexibility: *may be asked to perform other duties, as and when required to ensure the smooth running of the organisation and to meet the needs of the business.*

Professional Skills & Abilities

- ✿ Objection handling
- ✿ Rapport building
- ✿ Closing techniques
- ✿ Resilience
- ✿ The art of persuasion
- ✿ Adaptability
- ✿ Shows flexibility of thought and a positive attitude