

## Job specification - Customer Retention Advisor

**Reporting To: Customer Experience Director**

**Department: Retention – Norwich office**

**Contract: Full-time, Permanent (Mon-Fri 9am – 5pm)**

**Location: Norwich**

**Salary: £19,500 per annum basic – with OTE of £35,000 plus**

**Benefits: Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Holiday Purchase Scheme, Gym discounts.**

### About us

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification. We have proudly been delivering internationally recognised Management Systems for 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

### About You

As a Customer Retention Advisor you will play a key role in renewing client contracts and retaining customers. If you're motivated, resilient and have excellent influencing and negotiation skills and want to earn a heap in bonuses, you could be just who we're looking for.

For this role you will need to have:

- Excellent communication skills (written and verbal)
- Strong negotiation, influencing and improvisational skills
- Strong organisation skills with the ability to multi-task / prioritise and adapt
- Proven retention and customer service experience
- Great numerical skills
- Problem solving skills with the ability to think on your feet
- The ability to work autonomously and be able to make decisions where necessary to drive performance
- Previous B2B experience
- Computer literacy; previous experience of working with salesforce is advantageous
- Knowledge of ISO Certification advantageous, but not essential
- Motivation to meet targets
- Resilience

### Purpose of the role:

**The primary function of the role is to renew and retain clients to support our overall client base.**

### Key tasks:

- **Client retention;** manage the retention of our customer base to ensure that we continue to grow year on year
- **Provide advice and guidance;** liaise with customers who express an interest in cancelling or renewing their certification contract; with the focus being to 'winback' customers expressing a wish to cancel and 'renew' customers at the end of their current certification contract.

- **Client feedback;** proactively provide customer feedback data to management team regarding the service provided, in order to ensure our customer journey continues to improve and evolve in line with our customer and industry requirements.

**Bring your best**

**All colleagues are expected to behave in line with our core company values**

**#Care & Support #Forward thinking #Own it # Do the right thing**

*Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.*

### Person specification

Customer Retention	Requirement	How will this be assessed? (A = application I = interview)
<b>Qualifications</b>	GSCE Maths & English grade 4 and above	<b>A</b>
<b>Experience</b>	1 year minimum in B2B retention role	<b>A</b>
<b>Skills &amp; Competencies</b>	<ul style="list-style-type: none"> <li>• Client liaison skills (B2B)</li> <li>• PC literature</li> <li>• Able to use database/software platforms</li> <li>• Proactive team member.</li> <li>• Experience of using sales force (desirable)</li> <li>• Problem solving attitude</li> <li>• Ability to learn complex product knowledge</li> <li>• Target Driven</li> </ul>	<b>AI</b>
<b>Behaviours &amp; Values</b>	Forward thinking	<b>I</b>
<b>Can demonstrate examples thereof</b>	Care & support	<b>I</b>
	Own it	<b>I</b>
	Do the right thing	<b>I</b>



