

Customer Retention Executive



This is a cross functional role supporting the business as Payzone seeks to improve customer retention rates by reducing the number of customers migrating to competitors. It also includes the identification of cross sell opportunities.

Responsibilities

- Proactive outbound calling to customer base with the objective of retaining and extending contracts.
- Telesales campaigns to installed base to ascertain levels of customer satisfaction and identify cross sell opportunities.
- Identify key characteristics of merchants likely to churn.
- Work in conjunction with the Marketing to develop and deliver a systematic programme of customer engagement.
- Liaise with Operations, Finance and Sales to quickly resolve any customer service or billing issues.
- Monitor competitor activity.
- Educate customer base on benefits of Payzone and additional services available.
- Identify and track KPIs including MIDs, transaction volumes and profitability.
- Ensure that key risks are identified and monitored.

The successful individual should possess the following:

- Previous telesales/sales support experience is essential.
- Customer focused & have a personable telephone manner.
- Excellent communication and interpersonal skills.
- Positive attitude and demonstrated track record of using initiative.
- Capability to develop relationships both within the organisation and with customers.
- Excellent organisational skills and be able to manage your time efficiently.
- Be hard working and willing to work on your own initiative.
- Have the ability to learn and grow as a valued member of the team.
- Enjoy prioritising customer queries and resolving issues.
- Demonstrated record of achieving daily/weekly targets and proactively contribute to maximising sales revenue.

Knowledge, Skills and Abilities

- Candidates should hold a minimum of Leaving Certificate standard of education or equivalent and ideally possess a third level qualification in Business, Marketing/Sales.
- 1 to 2 years' experience in a Customer Care/Internal Sales role is essential.
- Full proficiency in the Microsoft Office Suite. Knowledge of marketing and sales systems would be desirable.
- Demonstrated experience of developing new business opportunities within a target driven environment.
- Experience of operating in a team-oriented environment.

If you are interested in applying for this position, please send your CV to info@payzone.ie by Friday 14th September.