



Description

Greyhound is recruiting for a **Retention Specialist**, on a permanent basis, to join a growing team based in our HQ in Dublin. The role reports to the Sales & Customer Success Manager.

About us...

We are a second-generation Irish family business that has been involved in the waste management business for over 40 years. We are committed to recycling and are constantly innovating and educating to reduce the amount of waste that goes to landfill. All of our operational processes focus on facilitating recycling, composting and even turning household waste into a sustainable energy source!

We are always looking ahead. We strive to understand and stay ahead of the trends that will shape our industry in the future.

Key Responsibilities:

- Handle high volume inbound & outbound calls, emails and webchats in an effective and efficient manner.
- Handle customer issues and complaints in a manner that is empathetic, sensitive, and confident.
- High conversion rates on campaigns for customer retention.
- Provide feedback on trends/customer trends with providing key reports back to senior team to review and action.
- Build and manage pipeline on CRM.

- Deliver consistent performance through adherence to the appropriate processes.
- Work within a team to meet and exceed individual/team performance targets including SLA's.
- Demonstrate initiative whilst operating within a team and set high standards of professionalism in all business dealings.
- Analyse, evaluate and complete work in accordance with agreed standards and limits.
- Liaise with other departments as necessary.
- Carry out any other tasks or responsibilities as required in the role.
- Ensure that the company's culture is maintained by providing feedback to management on any customer service issues or concerns.
- Ensure that the customer has an exceptional customer experience.

Skills Required:

Customer Relationship Management (CRM):



- Proficiency in CRM software to track and manage customer interactions.
- Ability to analyze customer data to identify retention opportunities.

Communication Skills:

- Excellent verbal and written communication skills.
- Ability to articulate value propositions and address customer concerns effectively.

Problem-Solving Abilities:

- Strong analytical and critical thinking skills to identify root causes of customer dissatisfaction.
- Creativity in developing and implementing retention strategies.

Empathy and Customer-Centric Approach:

- Ability to understand and empathize with customers' needs and concerns.
- Commitment to providing a positive customer experience.

Data Analysis:

- Proficiency in data analysis tools and techniques to monitor retention metrics and trends.
- Experience with customer segmentation and targeting based on data insights.

Negotiation Skills:

- Ability to negotiate and resolve conflicts effectively.
- Skilled in offering solutions and alternatives that meet both customer needs and company goals.

Project Management:

- Strong organizational skills to manage multiple retention initiatives simultaneously.
- Ability to prioritize tasks and meet deadlines.

Technical Proficiency:

- Familiarity with digital tools and platforms used in customer retention, such as email marketing and loyalty programs.
- Basic understanding of web analytics and user behavior tracking.

Sales Skills:



- Experience in upselling and cross-selling to existing customers.
- Ability to identify opportunities for increasing customer lifetime value.

Adaptability and Flexibility:

- Willingness to adapt to changing customer needs and market conditions.
- Flexibility to modify retention strategies based on feedback and results.

Team Collaboration:

- Ability to work effectively with cross-functional teams, including marketing, sales, and customer support.
- Strong interpersonal skills to build relationships within the organization.

Customer Feedback Management:

- Experience in gathering and analyzing customer feedback to improve services.
- Ability to implement feedback loops to ensure continuous improvement.

Join a business that has a proven track record for training and development, internal promotion and progressing team members to the next stage of their career.

- Career development and training opportunities
- Salary Range: €30-€40k DOE plus commission.

Greyhound is an equal opportunity employer.

Job Types: Full-time, Permanent

Schedule:

- Monday to Friday

Work Location: In person