

https://intscanada.com/job/retention-specialist/

# ????-Retention Specialist

# Description About Trifecta Group

Trifecta Group Inc. is a full-service sales and marketing agency with a track record of success. We are focused on delivering world-class products and services to our diverse portfolio of clients from coast to coast. With over 45 years of combined sales and marketing experience, our mission is to sustainably address and fill gaps that exist within the global market. Over the past few years, we've invested in our people, streamlined our training protocols and integrated advanced technological processes to increase our footprint and become one the fastest growing sales and marketing teams in Canada.

#### Why Join Our Team

At Trifecta, we foster a supportive work environment where your personal and professional growth is a top priority, and we truly value each member's contributions. You'll have the chance to collaborate with a passionate and innovative team of professionals, benefitting from on-site mentorship and guidance from our experienced executive team members. In addition, we offer ample opportunities for you to contribute to impactful projects and campaigns. To ensure your success and prosperity, we provide all the necessary tools you need, including state-of-the-art equipment, cutting-edge technology, and access to various platforms.

#### **Role Description**

Our Retention Specialists will engage with customers on behalf of our client in the renewable energy industry. An ideal candidate for the role is passionate about the untapped potential that exists within the renewable energy sector and is looking for an opportunity to grow in a fast-paced company. As a **Retention Specialist**, you will be tasked with handling customer disputes, inquires and/or concerns with the primary objective of maintaining a professional relationship while simultaneously providing exceptional customer service to clients on behalf of one of the most trusted and iconic brands in the renewable energy industry. *In addition, the Retention Specialist role is equipped with a lucrative bonus structure that enables you to increase your annual earnings.* 

#### **Key Responsibilities**

· Proactively reach out to existing clients to document and check-in on their experience and address any potential concerns.

 $\cdot$  Provide exceptional client support, demonstrating a deep understanding of our products and services.

 $\cdot$  Critically identifying opportunities to elevate the client's experience, with promotions and discounts when applicable.

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 $\cdot$  Collaborate with both our sales and technical teams to ensure a unified and satisfying client experience.

 $\cdot$  Monitor client satisfaction metrics and work towards continuous improvement through various channels, such as Google Reviews, Facebook, and other feedback formats

 $\cdot$  Exercising patience and empathy with tact and professionalism in order to retain clients and keep projects on track

## **Experience and Qualifications:**

- Minimum 2 years of Customer Service experience is required
- Retention experience is preferred
- · Excellent communication, listening and interpersonal skills
- · Passion for renewable energy and sustainability
- String problem solving abilities with a client-centric mindset
- Ability to work independently and as part of a collaborative team

#### Academic/Professional Requirements:

• College Diploma/Bachelor's Degree is an asset

#### Benefits

- Dental Care
- Vision Care
- On-Site Parking
- · Company Events
- Casual Dress

Job Type: Full-Time, Permanent

Salary: \$50,000 to \$60,000

Office Location: 501 Alliance Avenue, York, ON, M6N 2J1, Canada.

Schedule:

Monday to Friday

Supplemental pay types:

Commission pay

Ability to commute/relocate:

 York, ON: reliably commute or plan to relocate before starting work (required)

#### Experience:

- Customer Service: 2 years (required)
- Retention (preferred)

Work Location: York, ON

# Job Type: Full-time

Salary: \$50,000.00-\$60,000.00 per year

Benefits:

- Dental care
- Extended health care
- On-site parking
- Paid time off

Schedule:

- Monday to Friday
- Morning shift

Supplemental pay types:

Bonus pay

Ability to commute/relocate:

• York, ON M6N 2J1: reliably commute or plan to relocate before starting work (required)

## Education:

• Secondary School (preferred)

#### Experience:

• Customer service: 2 years (required)

Language:

• English (preferred)

Work Location: In person