



<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.
- Provide exceptional client support, demonstrating a deep understanding of our products and services.
- Critically identifying opportunities to elevate the client's experience, with promotions and discounts when applicable.

Hiring organization

INTS Consulting

Date posted

2023-10-23

