



CUSTOMER RETENTION REPRESENTATIVE (BARATARIA BRANCH)

The Customer Retention Representative is responsible for customer retention activities in the Service Department. The incumbent is responsible for developing and maintaining excellent customer relations with new and existing customers, resulting in increased levels of customer retention.

MAIN TASKS

- Proactively communicating with customers who have either expressed a wish to cancel their services or may be considering cancellation of services. This includes service customers whose account has been inactive within the last 36 months or less.
- Documenting and analyzing data gathered about reasons why customers choose to cancel their services with TTTL and reporting analyzed data collected.
- Identifying best practices that could be introduced and suggesting modifications to existing practices that could reduce the risk of customer cancellation.
- Responding promptly to incoming request for cancellation of services daily and persuading customers to remain with us.
- Calling and scheduling appointments of all Special Service Campaign customers based on our annual target.
- Providing follow ups on No Show for Special Service Campaign and Retention customers.
- Any other related duties.

EDUCATION & QUALIFICATIONS

- Certificate in Business Management or related field.
- Certification in Sales or Marketing or Customer Service Skills.
- Experience in the hospitality industry will be an asset.
- Excellent oral and communication skills.
- Computer literate.
- Customer oriented.

HOW TO APPLY

Applications can be sent to careers@toyota-trinidad.com.