



Payscape Advisors – Atlanta, GA Corporate Headquarters

Retention Coordinator Position Description

The Retention Coordinator will provide support to the Director of Retention. This position requires an ability to develop and maintain relationships with our valued merchants and represent our company and customer service in a positive and professional manner while also increasing customer satisfaction and decreasing cancellations through inbound customer contact. This is also somewhat of an inside sales position that will primarily serve as a liaison between the merchants, the Director of Retention and our account managers.

Essential Duties & Responsibilities

Retention

- Proactively maintains constant contact with all merchants to ensure customer satisfaction.
- Receives retention accounts from Corporate Retention Department, and then initiates customer contact to begin the retention process.
- Receives inbound calls transferred from customer care and works these according to policy and procedure.

Administrative

- Responsible for independent and proactive monitoring of email, sales voicemail, and service requests
- Accurately completes all paperwork for any given situation.
- Organizes all reports received on a weekly basis and monitors weekly processing of all accounts.

Knowledge, Skills and Abilities

- Problem solving/analytical skills are a MUST
- Strong communication and interpersonal skills
- Ability to negotiate from a diplomatic perspective
- Self-starter with the ability to work with minimal supervision
- Ability to consistently follow-up, follow through and stay proactive with ALL merchants and merchant requests

Education & Experience

- 1 ½ to 2 years Retention/Customer service/support experience
- Intermediate to advanced knowledge of MS Office applications
- Ability to learn this ever-changing industry and stay focused and up to date on the latest product knowledge, etc.
- Ability to work in a dynamic office environment with a diverse team, and maintain a consistently positive attitude (A MUST)

Compensation and Benefits

- Base salary + commissions
- Group, Health, Vision, and Dental Insurance Plan with employer contribution
- 401 (k) Savings Plan
- Paid time off, advancement potential and an **awesome** working environment!!!

Send resume' to Raegan.mccoy@payscapeadvisors.com.

*Submissions with typos will be promptly deleted!