WE ARE HIRING
RETENTION MANAGER

Job Location: Nigeria Reporting to: Country Customer Experience Head

Position Description
The Retention Manager is responsible for strategy implementation of the customer retention agenda in the country. This will focus on driving achievement of Delinquency & Collections KPI’s through the implementation/adoption of customer retention approach which should be achieved through robust Portfolio Health Management approach & analytics on customer profiling and segmentation. The overall aim is to drive increase in customer collections and early repayments of PAYGO products.

R&Rs
• Ensure the implementation of the global Retention Strategy in the Country
• Design, Implement and drive all types of Retention campaigns
  - Collections,
  - PTE,
  - FPD,
  - Delinquency and any key campaigns planned or adhoc
• Responsible Daily, weekly and monthly data collation, analysis, tracking and reporting
• Responsible for meeting the objectives and targets of each campaign
• Measure and report to management impact of all Retention activities in the business case.
• Key resource for customer insight and behavioral trends.
• Conducting regular and ad-hoc “deep-dive” analysis to shed light on observed trends that may not be immediately understood
• Track customer issues through Inbound, outbound, Business desk and all customer touch points to ensure any customers issues that may result in inactivity are highlighted and resolved.
• Liaise with Call center manager to ensure execution excellence for all retention outbound campaigns/calls on Welcome, FPD, Health, collections, delinquency and any other campaigns to drive KPI’s
• Develop goals that complement the overarching business goals of the company and coordinate staff to continually meet and exceed goals.
• Maintain contact with the Field retention teams to stay abreast of market place activities to be included in report narratives (the why)

Desired Skills and Experience
• Degree in Business related subject and/or equivalent work experience.
• Minimum of 5 years direct experience managing retention & customer care initiatives and collaborating with key functions (marketing, finance, business support) in deploying marketing campaigns & retention activities to drive collections
• Must have exceptional interpersonal skills.
• Must have excellent computer skills.
• Excellent time management and multi-tasking skills.
• Must have strong negotiation and persuasion skills.
• Must have strong math & excellent analytical skills
• Must be able to effectively prioritize tasks
• Must have excellent verbal and written communication skills.
• Must have strong problem solving and decision-making skills.
• Must have good critical thinking skills and exercise sound judgment.

How to apply
• Submit CV in PDF format with the Job Title as the subject of the email to recruitment.nigeria@dlight.com
• Application deadline: 16th December, 2019.

For enquiries, log on to: www.dlight.com