



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 customer 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.