

## Customer Retention Specialist

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Company: Customer Engagement Centre

Location: Australia

Category: business-and-financial-operations

### Customer Retention Specialist - Customer Engagement Centre

#### Love Where You Work!

Metricon Homes, Australia's largest home builder is committed to recruiting outstanding individuals who share our passion for delivering quality, service and award winning living solutions for Australian families.

Based in our stylish Robina Office, work within the busy National Customer Experience team in this highly rewarding and challenging role. As a Customer Retention Specialist, you will support and retain Metricon customer's that may wish to cancel their contract through their sales or operations stages of the build journey. Work closely with key stakeholders in sales and operations teams, you will help to deliver a retention strategy that will improve and enhance the customer experience and help achieve strategic objectives

Reporting to the State Customer Experience Manager, your responsibilities will include:

Ensure the retention workflow is executed in an effective and successful manner, in line with company policy  
Meet and exceed set KPI targets  
Support customers via inbound and outbound phone, email, and online channels efficiently and effectively  
Provide and set the right expectation with the customer with regards to all relevant and accurate information, including processes and timeframes  
Understand and make attempts to accommodate the needs of the customer in collaboration with key internal stakeholders  
Influence and drive a customer centric culture  
Use superior listening and questioning skills, supporting effective communication whilst building rapport with customers  
Efficiently capture and interpret customer information and ensure all documentation is accurate and completed in a timely

mannerManage challenging customer conversations, handling objections where necessary, by responding promptly to their needs and providing a superior level of service and assistanceEnsure all communication (both written and verbal) is in accordance with Metricon standard guidelines for responsesMaintain ongoing communication with the customer, as appropriate and agreed throughout the retention cycleDeliver business outcomes for customer retention requestsUtilise the CRM and other business systems to capture detailsReport on status of customers through administration and documentationProvide feedback in regard to customer dissatisfaction and identify opportunities for improvementAttend and report at weekly one-on-one meetingsAttend sales meetings at Head Office; andAttend personal development and training opportunities as requested by your manager

Metricon will offer you: Fun environment and stylish Robina Office to work where you will Love Where You Work!!Be supported by a Management Team that has a Culture Where You MatterOn-going learning and development opportunities to help build your skills and reach your potential - whether through nationally accredited courses, our highly engaging e-learning portal or other comprehensive training programsMetricon Homes – Australia's largest Home Builder for the 8th Consecutive YearWe promote mentoring and provide genuine opportunities for role progression, along with a competitive salary, and salary package opportunitiesAttractive housing discounts on our award-winning homesYou Matter! Physical fitness, free flu vaccinations, nutrition and mental well being are just some of the programs we sponsor at Metricon to address your well being24/7 access to our LifeWorks confidential support program which includes coaching for success and navigating personal and work challenges; andExclusive access to building discounts, supplier / trade discounts, and retail discounts with big name brands through our rewards platform.

The successful candidate will have: Industry knowledge (preferable)Year 12 and SACE (preferable)Effective use of Microsoft Office suite of productsPrior experience in land or new home sales advantageousUnderstanding of legal documentation: land contract and building regulations knowledge desirable - Product / Workflow / Variation / KnowledgeBuild relationships / gain trust and demonstrate honesty and integrityEffective time management skills and proficient organisational skillsCommitment to Metricon vision, mission and valuesExceptional customer service and problem-solving skills with the ability to build relationships, gain trust & build rapportHigh level of phone-based skills, objection handling and complaints handlingExcellent verbal and oral communication skills- correct typing, ability to create grammatically correct responses without any spelling errors. Ability to work both

collaboratively with peers and independently, to deliver high quality outcomes for our customers and businessHigh level attention to detail; andA GREAT ATTITUDE!!!

**If you feel you have the necessary experience and drive to meet the challenges of this position, and can demonstrate how you meet the skills and attributes, please apply with your Cover Letter and Resume now.**

This role requires a national police check to be undertaken on the successful applicant.

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