

5/10/2019



Job Title: Commercial Retention Specialist
Department: Commercial Sales
Reports to: Commercial Sales Supervisor -Inbound
EEO Classification:
FLSA Status: Non-exempt

Summary: Under general supervision, responsible for retaining voluntary disconnects and resolving paid and unpaid account to avoid further delinquent status. Work towards minimizing commercial churn.

Responsibilities include: Other duties may be assigned.

- Retain voluntary disconnects using competitive match to the completion
- Place disconnect orders if necessary and apply any applicable early termination charges
- Consult with and address any billing concerns with 50 day delinquent customers and collect payment
- Contact customers that are porting out phone service to confirm the porting and address any concerns
- Contacting port out disconnect list
- Handle overflow calls from the Commercial Inbound Sales team.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School diploma or General Education Degree (GED); or one to three months related experience or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures or government regulations. The ability to write reports, business correspondence and procedure manuals. The ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

Mathematical Skills

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Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving a few concrete variables standardized situations.

Other Qualifications:

- Must have effective communications skills
- Must have good customer relations skills
- Must have ability to work independently and with minimal supervision
- Must possess attention to detail