

Think You Fit the Bill? Keep Reading...

Five Things Our Employee Handbook Won't Tell You

The buck stops with you: This is not a call center gig – we need someone who is passionate about helping customers find the right conclusion to their life-safety issues.

Why you are right for this gig: You can always find a great solution that satisfies everyone involved while maintaining a high level of professionalism.

Keep walking if: You lack the necessary skills to handle difficult or sensitive customer situations.

Bonus points awarded for: Customer service experience in the alarm industry.

Build your street cred by: Seamlessly working with other departments to investigate problems and handle inquiries.

Because Life is Just Better with a Bulleted List

Here's the scoop:

The Customer Retention Specialist provides focus and drives consistency in the execution of all customer service-related matters. The successful Customer Retention Specialist will nurture the customer relationship and acts as a sales enabler to drive repurchase loyalty toward Owen Security products and services. This individual ensures maximum correlation between customer requirements and Owen Security products and/or services to strive for consistent delivery by exceeding customer expectations.

What you'll do:

- Ownership of the entire customer retention program.
- Develop and implement strategies to improve customer retention.
- Analyzing and saving accounts from cancellation.
- Single point-of-contact for service activities, ensures consistent communication.
- Taking live escalation calls and addressing any potentially negative feedback, comments, etc.
- Following up with customers that are no longer going to cancel and ensuring success.
- Maintains awareness of all service matters including technical solutions implementations and activities.
- Coordinates service activities with Owen Security's internal teams to ensure all customer needs and expectations are met.
- Maintains high level of awareness of service issues affecting Owen Security's product environment including proactive problem avoidance, behavior, and maintenance practices.
- Conducts and leads account support strategy sessions.
- Identifies, facilitates and ensures effective communication of all technical queries and problem resolution from the customer to company resources.
- Escalate appropriate retention efforts to team and/or department lead.
- Other job duties as assigned to meet the business needs.

What you'll need:

- High school diploma or GED required,.
- 3-5 year experience driving customer-related strategy, operations and results in large scale and swift moving organizations.
- Background in customer success, operations, customer engagement, satisfaction, and retention.
- Background in customer training and support.
- Hands-on experience of implementing technology products for use by external customers.
- Highly data-driven mindset and passion for analytics.
- Enthusiastic and creative leader with the ability to inspire people.
- Demonstrated ability to drive customer renewals and customer success.

- Ability to define new models and processes from the ground-up and operate at scale.
- Ability to make effective decisions.
- Track record of working cross-functionally to effectively communicate/drive customer/market feedback.
- Strong computer navigation skills.
- Strong organizational skills with the ability to multi-task.