

## Job Title: Customer Retention Specialist - Life Insurance

### Job brief

We are looking for an eminent candidate profile, who is skilled to manage business account managers as well as direct engagement with elite business partner accounts, oversee operations, involving direct or indirect management of front line customer servicing representatives. He should also ensure that technology is utilized to a maximum and that teams are well organized and productive to achieve agreed KPIs.

A Customer Retention Specialist must be an organized, reliable and results-driven professional. They must have a practical mind to solve problems on the spot partnered with an ability to see the “big picture” and make improvements.

As a Customer Retention Expert, you must have excellent customer service and communication skills; have ability to create impactful content to improve customer retention, can lead the team and set excelling benchmarks in all aspects of work and domains. You should take complete ownership P&L generation of all the account managers and business accounts mapped and consistently look forward to grow the P&L.

### Responsibilities

- Maintaining a profitable relationship with allocated partner accounts
- Create life insurer-wise persistency upliftment road-map and clearly highlight gaps and help items from founding team
- Translate client requirements to support functions’ day-to-day activities with detailed SLAs
- Suggest and Develop new lines of business line by leveraging existing Life Insurer base
- Conduct effective resource planning to maximize the productivity of resources (people, technology etc.)
- Co-own contact-center metrics for client (User level Utilization, Occupancy, Productivity, Revenue Generation, Cost & other agreed KPIs)
- Collaborate with HR & training teams to Hire, coach and provide training to new team members and foster teams of high performing account managers and top-class customer service representatives
- Analyze operations data and have periodic meetings with business partners to discuss business goals, strategies and drives to improve business
- Prepare dashboards & reports of each account and update internally and externally, with your inferences and actionable

### Candidate eligibility requirements

- Proven experience as customer retention/persistency manager, preferably with Indian Life Insurer experience.
- Current/Recent KPIs linked to contact-center operations for persistency/customer retention
- Past experience in account management, B2B post sales is an added advantage
- Minimum Graduation/Post Graduation from tier-1/2 college
- Solid understanding of generating business report and MIS management skills
- Proficient in MS Office (mainly Excel & PowerPoint)
- Outstanding communication and interpersonal skills
- Excellent organizational and leadership skills with a problem-solving ability
- Positive approach for all business challenges and have good temperament and abilities to handle pressure situations