



Retention Specialist Job Profile

Company Mission

We help small businesses win

The Role of Retention Specialist

- This position reports to the Client Success Manager
- This position is responsible for:
 - Developing and maintaining healthy relationships with an assigned roster of clients
 - Managing the GRAVY Recovery System
 - Proactively managing the activity and communicating the results to each client

Primary Responsibilities & Tasks

- Recover failed payments for our client while representing their brand well to their customers
- Lead the onboarding/implementation process for new clients while working with the Implementation Team to setup the GRAVY Recovery System
- Provide a high-level of communication with the client, especially initially, to ensure they know what we're doing and how things are going
- Proactively monitor the results of each client to course-correct as needed
- Manage & work with the Data Team to create client reports (twice a month), providing the narrative details that supports our work and casts vision for the results

Key Performance Indicators

We are a results-based team. The person in this position will be measured using key metrics and is responsible for ensuring these metrics are met. All employees have a 90-day evaluation after starting and then quarterly to review performance and core values alignment.

- Revenue to Gravy per client roster
- Quarterly Net Promoter Score of 8 or greater

CANDIDATE PROFILE

Personal Characteristics

You likely embody these characteristics:

- You do what you say you will do
- You have an attitude of constant-improvement
- You approach life with optimism and see the good in situations and people
- You enjoy people and are able to communicate clearly, both verbally and in writing
- You are tech-savvy and aren't afraid to learn a new platform
- You get energy by working with people and building professional relationships
- You enjoy working within a system and aren't worn out by routine
- You are a problem solver and aren't dependent on others to tell you how to move forward
- You make decisions with the interest of the client, company and team in mind
- You are self-motivated to produce agreed upon results



- You are not late to meetings.
- You have a spirit of flexibility and you're willing and able to handle change quickly
- You can provide great references

Your Schedule

The Retention Specialist is a full-time, W-2 employee of Gravy working approximately 40 hours per week. While we have a flexible work environment, we do expect you to be available Monday through Friday, 8:30am to 5:00pm ET for meetings, communication and request you check-in at least every 2 hours during those times. Meetings would include, but not limited to, weekly All Team, weekly Pod, weekly one-on-one with CSM, and annual retreat. Travel could include up to 10 nights per year.

Compensation

The Retention Specialist compensation package will be base salary and quarterly performance bonus based on KPIs. A health benefit stipend will be distributed monthly in lieu of health benefits. Three weeks paid time off (PTO) renewable annually is available after 90 days of employment.