



RETENTION SPECIALIST

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:
 - 1) Developing and maintaining healthy relationships with an assigned roster of clients
 - 2) Managing the GRAVY Recovery System
 - 3) 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.