

## **Customer Retention Adviser. Full Time. Gateshead.**

**Basic of £28,597 per annum. Plus Bonus, Pension, Benefits and Holiday Package of up to 37 days inc. Bank Holidays.**

**OTE £34,597**

**Title: Customer Retentions Adviser**

**Reports to: Sales Manager**

LexiaUK Ltd is an expanding market-leading literacy software company, who seek a Customer Retentions Adviser as part of a growing team.

Dealing with existing customers, the successful candidate will work to ensure our customer and revenue retentions rates are maximised. Applicants will need to be experienced in a consultative sales approach as well as being customer and quality focussed. You will work towards ensuring a high renewal rate for our software and support contracts to existing customers. Assigned cases will be taken through the renewal pipeline in an approach consistent with the culture and values of the business. You will be responsible for keeping your CRM pipeline updated, ensuring that customer contact details are accurate.

Dealing with educational establishments across the UK, you will have excellent verbal and written skills – which are crucial in this role. Excellent ICT skills are also essential.

You will adopt current consultative sales procedures and practices and be assigned cases by your line manager. In addition, you will work to ensure databases are regularly cleaned.

Full product training is provided.

**Benefits include:** generous bonus scheme, company pension, Perk Box, Health Shield and holiday package of up to 37 days (inc. Bank holidays). Our modern, top floor office provides stunning views of Tyneside and is conveniently located next to local transport links and amenities.

### **Duties / Responsibilities**

- Take cases through the renewals pipeline as quickly and efficiently as possible, adopting a consultative approach.
- Make outbound calls to customers who have not responded to our renewal notifications
- Meet renewal sales target set by your line manager
- Maintain close, regular contact with assigned accounts both current and lost
- Ensure databases are cleaned as appropriate
- Provide telephone advice and support
- Provide pricing information (quotes), negotiate and close sales
- Use IT involving a customer relations management system (CRM) to record customer details, communications and process orders. A high degree of accuracy must be employed at all times
- Provide timely progress reports in such form as shall be required by your line manager
- Respond to all e-mail and telephone requests promptly and efficiently, recording them accurately on CRM
- Occasionally visit customers and attend trade shows/exhibitions
- Has the capacity to work from home if required, e.g. COVID-19 restrictions.

### **Essential Abilities**

- 2 years' experience in either renewals, retention, sales or account management
- Consultative sales experience
- Excellent communication skills (verbal and written)
- Excellent ICT skills
- Proficient in Microsoft Word, Excel and Outlook
- Confident to present to clients and company managers
- Willingness to travel (occasional overnight stays)
- GCSE (or equivalent) Grade C or above in English and Maths
- Pass a DBS check
- Must be willing to take holiday out of school term time

### **Desirable Abilities**

- Sage 200 and Sage 200 CRM knowledge and experience
- Customer Relationship Management software experience
- Training experience i.e. sales, product or online
- Experience in education sales market
- Own car / clean driving license as on occasion you may be required to work offsite

**To Apply**

Visit <https://uk.indeed.com/job/customer-retentions-adviser-608c9ed98eb39cd0>