



**199 Canyon Park Drive**

Pelham, AL 35124  
205-664-3200

## **Customer Retention Manager**

We are a full-service agency, and we help people protect what is important to them – their family, home, car, boat and more. Our insurance agency is locally owned & operated in Pelham, AL. We have been in business for over 22 years. We are seeking hardworking likeminded people that are eager to learn a career and to be part of our team. This position is a licensed position, and we will work with you to obtain your insurance license.

### **Job Description:**

Maintains all customer retention activities. Skills required for this position include interpersonal and management skills, excellent customer service, empathy, ability to solve problems, handle rejection, and ability to meet retention goals for the agency. Investigate problems and take ownership of customers' concerns to assist them in making the decision to stay.

### **Examples of Duties:**

- Develop new strategies for customer retention such as customer events, post cards and, organize customer retention events.
- Respond to customer queries and address them in a timely manner.
- Analyze customer feedbacks and develop new techniques to ensure customer retention
- Build positive working relationships with customers for repeat businesses.
- Save and re-sell the value of our products and services by properly aligning their features, benefits, and price with the needs of our customers
- Explain to customers about new products and benefits during policy reviews.
- Identify reason(s) for disconnect and overcome objections in an effort to retain the customer
- Diffuse the irate customer situation by utilizing strong listening skills and probing techniques
- Schedule weekly customer appointments in the office for policy reviews.

Competitive Hourly rate + Full Benefits

Our office hours are Monday thru Friday – 8:00AM – 5:30PM

### **To Apply:**

**Call: Myrna Picogna – 205-664-3200**

**Email: [myrnapicogna@allstate.com](mailto:myrnapicogna@allstate.com)**