



Direct  
Partner  
Network

Digital  
excellence  
2020

Customer  
excellence  
2020

## Retention Manager

**SALARY** up to £35,000 plus performance related bonus

**HOURS** Monday to Friday 8:30 – 5:30pm

**LOCATION** Basildon, Essex

We have an exciting opportunity for a Retention Manager to join our team.

Due to continued success, we are looking for someone experienced in retaining customer accounts. You will be engaging with customers who are nearing the end of their contracts and have so far chosen not to re-sign. This is a desk-based role where the ability to overcome objections, negotiate and close business is essential; you will of course need excellent verbal, written and customer service skills.

ADSI provides business to business services across a variety of technical solutions including Mobile Communications, VoIP and IT Support. Founded in 2002, we have spent the past 19 years assisting businesses enhance efficiency, increase productivity and control their costs.

Having a substantive telecoms background with at least some experience of mobile will equip you perfectly to present our offering, guide and support our customers. You will have experience of performing in a sales/cross selling/up selling role; although this is not a new business position, growth of your customer base will be expected.

We believe in rewarding great people with great things. We provide competitive salaries, excellent commission/bonus opportunities and a variety of other benefits....and of course a fantastic team to work alongside.

We are a forward thinking and supportive company who will recognise your hard work and achievements, in return, you will need to bring a determined, positive and motivated attitude with the ability to work to multiple targets.