



<b>Position:</b>	Retentions Executive
<b>Reporting To:</b>	Retentions Manager
<b>Status:</b>	Permanent
<b>Salary:</b>	£20,000 per annum plus benefits
<b>Hours:</b>	Full-Time (basic hours are 9.00 a.m. to 5.30 p.m)
<b>Based:</b>	Reading

### **The Company:**

UTP Merchant Services Limited ([www.utpgroup.co.uk](http://www.utpgroup.co.uk)) and its sister company Faster Processing Limited ([www.fasterprocessing.com](http://www.fasterprocessing.com)) are two of the fastest growing, innovative fintech organisations in the UK. Through a mixture of innovation and a focus on delivering outstanding customer service, we are committed to providing our customer base with market leading credit and debit card processing solutions.

With a customer base of over 20,000 customers, approximately £3 billion is processed across UTP's estate of credit card machines each year with many hundreds of new customers being added on a monthly basis.

### **The Role:**

Reporting into the Retentions Manager, the Retentions Executives will be responsible for improving and refreshing the relationships with our current customer base through targeted call campaigns, as well as discovering the reasons for customer attrition to deliver insights on our current service.

### **Duties and Responsibilities include:**

- Responsible for contacting our existing client base through different points in their lifecycle with UTP to discuss their service, add value and maintain relationships – all with a view to reduce attrition;
- Responsible for contacting our past client base to uncover the reasons why they have cancelled their contracts and provide meaningful insights to the business;
- Responsible for monitoring the Company's service delivery through feedback surveys delivered to the customers, analysing and reporting on that data;
- An understanding of retentions and the importance of this role within the business, to allow effective prioritisation and management of workload;
- Quickly develop knowledge of our core products and procedures to be able to understand the customer journey;
- Rapidly develop a thorough understanding of the payments industry and the market sector we operate within.



### **The Successful Candidate:**

Will be able to evidence...

- Positive outlook with proactive problem-solving skills
- Self-motivation and ability to work individually as well as part of a team.
- Excellent verbal and written skills;
- Exceptional organisational skills, particularly in relation to time-management and prioritisation;
- Confident and professional phone manner
- High attention to detail and an analytical mindset;
- Living within a reasonable commute of Reading.

At UTP we recognise that our employees are our greatest asset and we like to reward your hard work with benefits that we think you will love!

Our aim is to continually support you in work, but out of work too...

Here is a glimpse at what's on offer:

#### **For your Pocket:**

- Enhanced pension contributions
- Discounts & Freebies on food / drink / tech / gadgets / entertainment and much more!
- Free eye tests with Specsavers

#### **For fun:**

- Last Friday of the month – drinks on us!
- Quarterly team building event
- Annual awards ceremony
- Friday breakfast
- Day off on your Birthday!

#### **For your Wellbeing (Mind, Body & Soul) something for everyone:**

- Access to our Employee Assistance Programme (offering confidential support and guidance)
- Access to our online workout platforms (HIIT)
- Access to our meditation, hypnosis and yoga platforms

#### **For your continued Development**

- Access to our online learning platform

Due to the nature of our business all prospective employment offers will be subject to a satisfactory disclosure from the Criminal Records Bureau in accordance with the Rehabilitation of Offenders Act 1974 and the Police Act 1997.

**Note:** *This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.*