



Position: Retention Specialist

Location: On-Site – Chesterfield, MO

Reports to: Customer Service Manager

FSLA Classification: Exempt

About Us:

Automotive Product Consultants (APC) provides an array of services in the automotive industry and other industries. Our core service, the APC Follow-Up Program, is a proven system that provides dealerships with a second opportunity to sell sales and service customers F&I products after they have left the dealership.

Principal Purpose of Position:

We are looking for a Retention Specialist to join our growing Customer Service team! The Retention Specialist serves as the primary point of contact between the client and the company. This role is responsible for maximizing every opportunity to re-establish exceptional customer service with APC's clients. After probing, representatives are empowered to negotiate portions of the customer agreement within department parameters.

Duties and Responsibilities:

- Ability to assess the client's needs by asking probing questions, addressing issues, building rapport and negotiating to achieve a mutually beneficial resolution
- Professionally manage difficult or emotional client situations, respond promptly to customer needs and respond to requests for service and assistance
- Assure quality and accurate representation of products
- Represent APC professionally and ensure that clients have an exceptional experience
- Consistently improve retention efforts and achieve monthly retention rates
- Continually seek new ways to positively impact the lives of our clients
- Additional duties as assigned

Education and Experience:

- High School Diploma or equivalent
- 2+ years of customer service, sales or customer success experience preferred
- Must have a strong goal orientation and desire to continuously learn and improve skills and knowledge
- Must be a quick learner and self-starter with the ability to follow through on commitments
- Excellent written and verbal communication skills, problem solving and decision-making skills required
- Organizational and time management skills required



Our Employees Enjoy:

- A competitive base salary + uncapped commissions
- Travel expenses
- 401K
- Medical, vision and dental insurance
- Paid vacation, sick and personal time
- Career advancement opportunities

Position Type: Fulltime

Compensation: Base salary plus commission

Work Environment:

The work environment consists of exposure to physical conditions typical of a normal office environment.

Travel Required:

There is no travel required in this position.

Affirmative Action/EEO Statement:

Automotive Product Consultants is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. APC makes hiring decisions based solely on qualifications, merit, and business needs at the time.