



297 Nelson Street W  
P.O. Box 448  
Virden, MB R0M 2C0  
Phone: 1-866-887-3669  
Email: [careers@rfnow.com](mailto:careers@rfnow.com)

## Director, Customer Care and Retention

RFNOW Inc. is seeking applications from motivated individuals interested in joining our *Client Services Team*. You and your team will be responsible for leading the end-to-end strategic approach to customer management including, proactive customer retention, education and engagement, reactive churn management, cross-selling, product migrations, and ARPU-growth programs. As a leader, you are responsible for developing your team and encouraging a performance-based culture, you will need to be skilled at working collaboratively across multiple areas of the business to champion both the needs of our customers and our business.

This role can be performed from our office in Virden, MB or remotely. Familiarity with locations and markets in rural Manitoba and Saskatchewan is beneficial.

### General Responsibilities:

- Develop and implement customer loyalty programs
- Monitoring customer feedback and satisfaction levels, and conducting research on current market trends to identify potential opportunities for growth
- Coordinating with other departments, including marketing, human resources, and finance to ensure that customer needs are met
- Analyze data to determine which strategies are most effective in retaining customers over time
- Manage customer communications, including email, social media, and phone
- Stay up to date on industry best practices and make recommendations for improvements to our retention strategy
- Maintain up-to-date knowledge of company products and services, as well as industry changes and trends
- Develop training programs and policies to help employees engage with customers more effectively
- Monitor team performance and provide feedback and coaching as needed
- Prepare reports on customer satisfaction and retention metrics

### Qualifications & Experience:

- Bachelor's degree in business, marketing, or related field
- 5+ years experience in customer retention, customer service, sales, or a related field
- Proven track record of meeting or exceeding retention targets
- Excellent analytical skills and experience with data-driven decision making
- In-depth knowledge of customer retention best practices and strategies
- Strong communication and presentation skills

If interested, please forward your resume and cover letter detailing your interest and qualifications to [careers@rfnow.com](mailto:careers@rfnow.com).



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RFNOW Inc. is an equal opportunity employer. We welcome applications from people from all backgrounds and capabilities. Applicants are welcome request necessary accommodations throughout our employment process.

**About RFNOW Inc.**

*RFNOW Inc. is a successful, dynamic organization with opportunities to grow and specialize in a number of areas within the field of technology and construction including broadband wireless communication, fibre optics, network architecture/maintenance, directional drilling, cable plowing, line locating, tower building, residential and commercial service connections, and heavy equipment operation and maintenance. Learn more at [www.rfnow.com](http://www.rfnow.com)*

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