

Job Title: Customer Retention Specialist
Department: Marketing
Reports to: Director of Marketing
FLSA Status: Salaried; Exempt; Full-Time

SUMMARY:

SenesTech, Inc. is a platform life sciences company specializing in reproductive physiology. We are currently commercializing our first product, ContraPest®, a liquid contraceptive pest control tool that will profoundly change the world via animal pest population management. We are currently applying our revolutionary technology to the control of rats in both agricultural and urban settings. To learn more, visit our website at www.senestech.com.

We are seeking candidates who are passionate, experienced, and driven to exceed expectations. The Company offers ambitious compensation, as well as; extra ordinary benefits including medical, dental, and vision; vacation time; family and pet friendly environment; and more.

This role will play a critical part within the marketing team by retention and growth of customers and the ContraPest brand. The key objectives of the Customer Retention Specialist involve driving recurring sales, ensuring positive customer experience, and carrying out promotional campaigns to retain and gain loyal customers for years to come. The role will have a set of goals based on trends and competitive landscape to meet on a monthly basis. The candidate will have a broad customer relationship building skill set that draws from active listening and understanding the needs of all customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plans, develops, coordinates, and implements processes and procedures of the Retention Program.
- Responsible for all retention related activities, to include generating and distributing customer satisfaction survey for an increased net promoter score to optimize on efforts.
- Take ownership of all customer concerns and proactively follow through to resolution.
- Responds to customer inquiries and questions while meeting all guidelines and performance standards; to include phone, email, live chat, or other customer facing outlets.
- Validate and process all online orders to efficiently capture information in ERP system.
- Logs, tracks and appropriately documents all communications utilizing CRM system and procedures in accordance with all SOPs.
- Provides high-level troubleshooting assistance.
- Assists with all customer returns. Coordinating between customer, sales team, finance and manufacturing to ensure returns are handled appropriately.
- Analyze results and submit evaluative reports of current and future service requirements.
- Conduct statistical and trend analysis, such as gap analysis on monthly attrition.
- Plans, develops, and implements needs assessments.
- Prepare and deliver presentations, briefings, and training conferences, as needed.
- Exceed productivity standards, such as overall accuracy; maintaining Key Performance Indicators; and provide one call resolution to internal and external customers.
- Special projects as assigned.

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree preferably in marketing or communications; direct customer service experience preferred.
- Proficient in MS Office products (Word, Excel, PowerPoint, Outlook); Smartsheet, Box, Adobe.

- Comfortable working with both PC and Apple products (iPad, iPhone); and integrated technology such as Zoom.

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KNOWLEDGE, SKILLS, AND ABILITIES:

- Proficient with Customer relationship management systems including Bizowie, Salesforce, etc.
- Previous experience using Marketing Automation platforms such as Marketo, Pardot and Hubspot.
- Stellar organizational skills that reflect ability to perform and prioritize multiple tasks, seamlessly with attention to detail.
- Ability to work with diverse and strong personalities in a quickly evolving commercial company.
- Excellent written and verbal communication skills.
- Demonstrates appropriate customer care skills such as empathy, active listening, courtesy, politeness, helpfulness, and other skills as identified.
- Highly resourceful team player with the ability to take initiative and work-independently while maintaining regular and clear communication to Executives and persons impacted by your work.
- Must be able to effectively work under times of pressure with a wide variety of tasks and deadlines.
- Must be comfortable seeking clarity in times of ambiguity.
- Imperative to maintain high levels of confidentiality related to company IP, BOD materials, etc.
- Creative problem-solver; ability to learn and adapt to new tasks and software quickly.
- Innovative and highly organized; seek opportunities for process improvement.

PHYSICAL DEMANDS & TRAVEL REQUIREMENTS:

- Most work is performed while sitting or standing at a desk with a computer.
- Ability to use standard office equipment including computer, telecommunications equipment, desk or cell phone, copier, and fax machines.
- Most office work is performed while seated, although occasional periods of standing, walking, bending, or carrying light objects (up to 40 lbs) are required.
- May require some travel.

SALARY:

\$40,000-\$50,000 per year. SenesTech is a publicly traded company and stock options may also be available as supplemental, performance-based compensation.

SenesTech is an equal opportunity employer with a commitment to diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, gender identity, sexual orientation or protected veteran status. SenesTech conducts background checks on all final candidates.