

Retention Coordinator

Netboost Media, part of Stride Gaming, is a leading, internationally operated online media company. It utilizes multiple techniques in the fields of PPC, SEO, Web & Mobile Design, Branding, Development, CRM, Social Marketing and more.

We are currently looking for a highly motivated candidate with great interpersonal skills to join the vibrant professional CRM team.

Key responsibilities

- Initiate and brief creative campaigns;
- Monitor, analyze, report on customer activity rates & financials;
- Become an expert in several game platforms;
- Coordinate ongoing Direct Mail and other campaigns with 3rd party companies;
- Coordinate, lead tasks with both internal and external teams;
- Increase new customer numbers, active customer rates and customer life time value;
- Meet monthly KPIs, personal and department goals;
- Ensuring the compliance of responsible gaming protocols;
- Any other duties as required by the company.

Required Qualifications

- English – native level, both written & verbal – **must**;
- Excellent Creative thinker;
- Team player, positive and success driven;
- Experience in Customer Relationship Management, Client account management;
- Analytical skills (proficient in Excel);
- Strong organizational and time management skills;
- Quick learner of new systems / methodologies;
- Experience in online customer retention management, Social Media or Social Gaming industry, advertising- **advantage**;
- BA/BSc in Communications, Economics, Business Management, Research Methods, Statistics or similar – **advantage**.

- Send CV to jobs@netboostmedia.com - Job #300