



## **NOW HIRING**

### **BILINGUAL CUSTOMER SERVICE/RETENTION SPECIALIST!**

**\$14/HR**

**\$15.40/hour for any hours worked after 6PM and *any* weekend hours**

**OPEN INTERVIEWS MONDAY- FRIDAY 8AM-4PM**

300 West Schrock Rd. Westerville, Ohio 43081 *or* apply online at [www.affiniogroup.com](http://www.affiniogroup.com)

*Business casual attire is required to speak with a recruiter*

### **TRAINING CLASSES FORMING NOW!**

A Retention Specialist in our Westerville, OH call center answers incoming calls from members who are calling with about their services, billing, and benefits. The Retention Specialist's major focus is to retain members who may be calling to cancel their membership, as well as up-selling and cross-selling other membership products.

#### **Requirements:**

- Must be fluent in both Spanish and English
- High school diploma required
- Six months or more of customer service experience
- Previous sales experience
- Good decision making and problem-solving skills
- Excellent verbal and written communication skills
- Ability to work independently
- PC experience

#### **Affinion Group Offers:**

- Casual, friendly environment
- Real advancement opportunities
- Great bonus potential
- Eligibility for quarterly pay increases
- 24 paid days off
- Medical, dental & vision insurance
- 401k plan (company match of 4%)
- Tuition reimbursement