

RETENTION SPECIALIST

*Sample Job Description*

Created and Provided by Magnet Culture

The primary roles of the Retention Specialist are to determine why people are leaving the organization and build relationships and initiatives to extend employee tenure.

Job Responsibilities

* gathering qualitative retention data by conducting and analyzing employee surveys and/or stay interviews
* building employee networks/committees
* serving as an employee ambassador for staff to ask questions and provide feedback
* ensuring the onboarding process is welcoming, thorough and incorporates the company culture
* determining gaps where additional supervisor/management training is needed
* coordinating (and possibly conducting) supervisor/management training and development programs
* identifying operational/system changes that help adjust to a shorter-term workforce
* analyzing compensation and scheduling for models that better align with today’s workforce’s needs
* developing innovative opportunities for advancement and career paths for workers
* implementing recognition and appreciation programs across the organization
* ascertaining ways the organization and managers can be more transparent with employees
* developing effective staff meeting schedules, agendas and tools for those leading meetings
* crafting organizational messages that instill the company’s mission and core values
* revamping the interview process, selection criteria and applicant communication plan
* creating more realistic job preview opportunities for candidates
* improving the employer brand outside the organization within the community
* working with all leaders to make the organization a better place to work

SAMPLE Requirements

* Must love people
* Must love continuous improvement
* Must have excellent verbal and written communication skills
* Must understand the way business has been done as well as how it is evolving over time
* Must have a diplomatic demeanor to effectively resolve conflict
* Must be able to gather, organize and analyze data
* Must be able to create plans, processes, and checklists
* Project management experience preferred
* Training and/or leadership coaching skills preferred

SAMPLE Goal

Success in this role will be determined by the improvement in employee retention across the organization measured against the initial trajectory of company statistics.

Visit [WeReduceTurnover.com](https://www.magnetculture.com/) for more retention resources.

@ Magnet Culture