

BIG5

CAM

CUSTOMER ACCOUNTS MANAGER

- 1 I WILL EXECUTE THE DAILY NON-RENEWALS STRATEGY TO ENSURE DAILY GOALS ARE ACHIEVED.**
- 2 I WILL PERSONALLY BE ACCOUNTABLE TO ENSURE ALL RENEWAL BUCKETS ARE WORKED DAILY THROUGH PROPER CALLS AND FIELD VISIT ACTIVITY.**
- 3 I WILL ENSURE CUSTOMER INFORMATION IS UPDATED IN CUSTOMERCORE WITH EVERY CUSTOMER CONTACT AND UTILIZE THE RENEWALS TOOLBELT WITH ALL CUSTOMERS WITH THE GOAL OF**
- 4 I WILL ALWAYS BE PERSONALLY RESPONSIBLE & ACCOUNTABLE FOR EXECUTING THE MOVE & CHARGE OFF CHECKLIST ON POTENTIAL SKIPS AND NO CONTACTS.**
- 5 I WILL PERSONALLY ENSURE MY DEPARTMENT IS DISCUSSING THE BENEFITS OF EZPAY WHEN CONTACTING CUSTOMERS TO RENEW.**