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Customer Strategy & Retention Specialist Jobs In Sharjah | Emirates

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Customer Strategy & Retention Specialist Jobs In Sharjah | Emirates

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The successful candidate will be responsible for supporting the Customer Strategy & Retention team in the implementation of a global customer lifecycle & communication framework. Develop customer relationships and increase the overall customer lifetime value, and support in the development, coordination and delivery of digital customer communications which are event and lifecycle based, with a focus on automation and triggered communication.

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Responsibilities

- Degree or Honours (12+3 or equivalent) in Marketing, Business or Economics
- 5+ years experience in a marketing role with demonstrable experience in the interpretation and exploitation of customer insight to drive change and revenues.
- Experienced in direct marketing techniques, email, push and CRM platforms

You'll have an edge if you have:

- Highly organised with outstanding project management skills.
- Understanding of testing, personalisation and optimisation.
- An ongoing desire to learn and excel in a highly collaborative, multi-faceted department.

What Emirates can offer you?

- A competitive salary, paid tax-free and reviewed annually
- 39 calendar days annual leave, plus public holidays

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Requirement

Emirates is an international organisation with employees from over 160 nationalities, we encourage applications from across the globe. Your application journey begins by applying via the Emirates Careers website. Please ensure your CV is up to date for our talent acquisition team to review your profile. If you meet the criteria of the role, you will then be invited to complete a HireVue video interview, to share more about your product experience and your career aspirations. If you are shortlisted you will then be invited to interview with our hiring managers. If you are successful, your recruiter will reach out to you with an offer and then our Onboarding team will ensure a smooth transition to your new role at Emirates.

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