



RENTOKIL INITIAL LIMITED



#JOB-2450476



Naas, Co. Kildare,



No of positions : 1



Paid Position



40 hours per week



Negotiable



27/05/2026



24/06/2026

### How to apply

#### Application Method :

Not available



Open your camera app & point here to view this ad online



## Customer Retention Specialist

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

Position: Customer Retention Specialist

Location: Naas

Contract: Permanent, Full-Time

Salary: €31,800 per annum

Initial Washroom Hygiene – Customer Retention Specialist

Initial Washroom Hygiene is seeking a Customer Retention Specialist to join our team based in Naas. This role is ideal for someone who enjoys customer interaction, problem-solving, and working in a target-driven environment.

Why Join Rentokil Initial?

Competitive starting salary of €31,800

Monday–Friday full-time role (39-hour week)

Industry-leading training through our Sales Academy

Career development and progression opportunities

Supportive and collaborative team environment

The Role

The Customer Retention Specialist will focus on customer satisfaction, contract renewals, and business retention while building long-term customer relationships.

Key responsibilities include:

Managing customer accounts and contract renewals

Handling customer enquiries, complaints, and retention cases

Identifying up-selling opportunities

Maintaining strong customer relationships and service standards

Monitoring competitor activity and market trends

Supporting sales targets and business growth

Preparing accurate reports and maintaining CRM records

Assisting with debt collection and account management

Requirements

Self-motivated and target-driven approach

Strong problem-solving abilities

Excellent communication and customer service skills

Previous experience in customer service, retail, or sales is beneficial

Benefits

Performance-based salary grading system

Employee Assistance Programme (EAP) available 24/7

Refer-a-Friend bonus up to €1,000

Career development opportunities within a global organisation

About Rentokil Initial

Rentokil Initial is a global FTSE100 company operating in over 90 countries, providing pest control, hygiene, and workplace wellbeing services. We are committed to employee development, innovation, and delivering exceptional customer service.

Rentokil Initial is an equal opportunities employer committed to diversity and inclusion.

- **Sector:** human health and social work activities

### **Career Level**

- Experienced [Non-Managerial]

### **Candidate Requirements**

(Essential)

- **Minimum Experienced Required (Years):** 1
- **Minimum Qualification:** No Qualification

(Desirable)

- **Ability Skills:** Communications, Customer Service, Interpersonal Skills
- **Competency Skills:** Flexibility, Management
- **Specialising In:** customer service; sales