

## **INTERNAL ADVERTISEMENT**

A vacancy exists for a CRE in Windhoek, Namibia within ATM Solutions.

The purpose of the position is to provide customer service and be a liaison between the company and its clients by conducting quality site visits, orientating new customers, retaining clients, making sales, carrying out departmental administration and resolving general client queries to ensure that clients are satisfied, ATMs are operating efficiently and that the existing company revenue is maintained and increased.

### **The responsibilities of the position include:**

#### **Quality site visit**

- Conducting site visits of the new customer being acquired
- Ensuring that all aspects related to the ATM are in order including:
  - Signage, cleanliness and checking on any technical issues
  - Carrying out diagnostics which includes checking the operation of the machine i.e. test card reader, printer, keypad and receipt
  - Ensure that the ATM is installed in the most optimal position
  - Entrenchment of relationship with the client
- CRE needs to do regional trips as often as required to meet site visit targets. This will require time out of the office for upto 3 to 4 days at a time, in both Rural and Urban areas

#### **Customer orientation (on site)**

- Educating new clients by:
  - Providing merchant manual and taking them through the manual
  - Discussing the cleanliness and security of the ATM
  - Explaining to the customer how they can get hold of the different departments
  - Arranging SARB training and teaching merchants about loading of ATMs
- Orientating merchants at new sites by:
  - Contacting clients directly after the installation of their ATMs
  - Obtaining the e-mail with the detail of prepped sites
  - Ensuring that all new merchants and clients get welcome packs and are visited
  - Monitoring when sites go live

#### **Client retention**

- Dealing with clients when they have a change of ownership and ensuring that the new details and documents are collected and submitted to the relevant departments

- Obtaining sign off from clients on “End of Term” contracts as per client requests
- Tracking ATM upliftments and identifying replacement sites
- Initiating and dealing with any change requests from clients by

### **Sales**

- Obtaining merchant (self-cashing ATM) sales targets that are set annually by:
  - Cold-calling to identify a potential sales pipeline
  - Researching and viewing viable sites
  - Finding most optimal position to place an ATM
  - Following up on referrals received from existing clients
  - Cross-selling and up-selling various products

### **Departmental administration**

- Compiling and submitting weekly activity reports
- Monitoring the uptime of clients allocated and identifying reasons for low levels of uptime
- Encouraging merchants to load their ATMs and improve uptime
- Reviewing incidents that have been opened in Fi-Serv and reporting on progress
- Looking into nil transactions and understanding why sites are not transacting
- Ensuring that info slips are received by clients and checking correct contact details
- Investigating rejected monthly client payment

### **General client queries**

- Receiving and handling client complaints
- Attending to clients who did not receive rebates and liaising with finance
- Dealing with merchant settlement issues and resolve queries
- Handling Saswitch queries and ensuring that the issues are resolved
- Escalating customer service complaints that are not within the span of control

### **In order to be considered for the position, the following requirements must be met:**

- Matric
- Related Diploma or Qualification would be an advantage
- MS Office Advanced Excel (formulas) would be an advantage
- 1-2 years’ experience of face to face interaction with clients
- Must have own vehicle and valid license
- Must be able to travel and sleep out of town for business purposes for extended periods
- *For internal candidates, references will be obtained from your current manager*

**Technical Competencies:**

- Negotiation skills
- Persuasiveness
- Knowledge of the sales process
- Interpersonal skills
- Resilience
- Time management and planning skills
- Conflict resolution skills
- Knowledge of processes in all departments (to facilitate the resolution of customer queries)

**Behavioral Competencies:**

- Planning & Organising
- Communication & Impact
- Customer Focus
- Problem-solving
- Initiating Action
- Contributing to Team Success
- Work Standards
- Passion & Attitude
- Continuous Learning
- Industry and Business Knowledge
- Driving for Results
- Adaptability
- Coping with stress / change