



INTERNAL ADVERTISEMENT

A vacancy exists for a CRE in KZN, covering the Northern areas.

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:

Network Optimization

- Maintain live base on the network
- Conduct indepth investigation and find suitable solutions for nil transacting sites
- Focus on all transaction drop sites
- Undertake corrective measures to resolve poor performing merchants

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 relevant departments
- Obtaining sign off from clients on contracts as per client requests where contracts are not auto-renewed
- Tracking ATM upliftments and identifying replacement sites
- Initiating and dealing with any change requests from clients

Quality site visit

- Conducting client site visits
- Ensuring that all aspects related to the ATM are in order

Customer orientation (on site)

- Educating new clients
- Orientating merchants at new sites

Sales

- Responsible for new sales and ensuring that you reach target

Departmental administration

- Compiling and submitting reports
- Monitoring of clients allocated
- Encouraging merchants to load their ATMs and improve uptime
- Reviewing incidents and reporting on progress
- Ensuring clients details are correct on the system
- Investigating rejected monthly client payment

General client queries

- Receiving and handling client queries
- 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
- *For internal candidates, references will be obtained from your current manager*

Technical Competencies:

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

Behavioral Competencies:

- Change Orientation
- Communication
- Passion / Attitude
- Building & Maintaining Relations
- Customer Orientation
- Industry / Business Knowledge
- Planning & Organising
- Problem Solving