

JOB SPECIFICATION

A vacancy exists for an Operations Coordinator in Cape Town.

The main purpose of the position is to instruct and co-ordinate the cash replenishment process for our ATMs, while ensuring that 3rd parties adhere to and uphold our cashing processes while communicating any potential risks and losses. All of this will be done while working closely, communicating and coordinating with the Regional Branch Members to ensure that all activities are 100% aligned.

The position also requires assistance within the Operations by carrying out first line support to clients, dispatching technicians, following up with merchants and dealing with nil transaction sites. In addition the position will also require the individual to provide general office assistance to the branch by performing tasks such as capturing invoices, managing projects and answering the switchboard.

The responsibilities of the position include:

Cashing:

- Maintaining CIT Uptime & minimising Cashing Downtime
- Ensuring that the RIGHT amount of Cash is in the RIGHT ATM at the RIGHT time – while balancing the risk vs the reward
- Following a forecast and adjusting the recommendations where necessary
- Managing cash efficiencies
- Coordinating and preventing cash outs
- Providing feedback and regular updates
- Escalating and reporting of issues timeously
- Following processes and procedures
- Maintaining risk awareness

General office administration:

- scan, copy, fax
- answering telephones
- filing and general office upkeep
- Managing projects
- Query follow up (Saswitch queries, etc.)
- Liaising with various departments both at branch and head office level (i.e.: Cashing department, CRE department, etc.)

Dispatching:

- Overseeing the activities of the technicians in specified areas
- Checking all the “critical” errors and resetting the errors where possible, monitoring and informing technicians of new and closed criticals
- Conducting telephonic troubleshooting before dispatching a technician
- Dispatching technicians to sites and prioritising critical sites

- Ensure that all sites are attended to within the SLA.
- Updating the relevant systems with the action plan to get the ATM transaction
- Compiling a dispatch e-mail to technicians and other departments, detailing queries that are not resolved
- Handling the calls from the technician, requesting the activation of keys and updating or logging tickets
- Escalating tickets to relevant departments
- Opening tickets and following up with both internal and external 3rd parties

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

- Matric / Grade 12
- Completed B.Comm or similar
- Min 2 years reconciliation experience or experience in a cashing or similar position
- Project Management experience will be an advantage
- MS Office (Advanced Excel would be an advantage)

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