

## INTERNAL ADVERTISEMENT

A vacancy exists for a CRE in Durban.

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, 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.

There is a strong selling component to this position, all New CRE's will have a monthly sales target and are expected to meet and exceed this regularly.

### **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
- Previous experience as a Sales Consultant will be an advantage

**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