




S U R E S W I P E

JOB SPECIFICATION

MOVE Fulfilment and Stock Coordinator



Sureswipe is disrupting the payment industry making card acceptance easy and accessible to all independents retailers. We are a results driven organisation where high performance is acknowledged and rewarded. An entrepreneurial and self-learning mindset is encouraged and individuals who take the initiative are recognised and appreciated.

At Sureswipe we do things differently because we know that no two businesses are alike and in order to stand out we need to offer a consistent experience and tangible value. Our vision is to become the favourite payments service provider to all independent retailers across South Africa. Why? Because they work so hard at building and growing a business, that they shouldn't have to work hard at getting paid. To deliver our consistent client care means that we are passionate about our people. Investing in those who take the initiative and who understand and are acceptable to the changing dynamics of a business. If you're a determined self-starter with a curious and pro-active nature then Sureswipe is a fit for you.

Our organisational atmosphere is fast paced and energetic albeit sometimes a little noisy. We have a start-up culture and often have fun. Our team is passionate about client experience and are determined to make a difference in the lives of independent retailers by helping their business grow and succeed. In short we burn for independent retailers.

At Sureswipe we believe that together we can do better business!

Being the game changers in the industry has awarded us:

A Topco, Top Performer Finalist in the Fastest Growth category, and Winner of The Fast Track Performer for having met or exceeded the criteria as one of South Africa's Top Performing Companies as a result of sustained excellence in financial performance in 2010 & 2011.

A Deloitte's best company to work for top 10 award for two consecutive years in 2010 & 2011.

Best payment deployment in Africa for our Sureswipe Move, mPOS payment offering in 2015



Sureswipe complies with all the South African Reserve Bank and Payment Association of South Africa, regulations.

ROLE DESCRIPTION

PURPOSE OF THE ROLE

To coordinate the ordering, set up and courier of MOVE devices, whilst ensuring that both our sales teams and our clients expectation are exceeded. Responsible for the accuracy in billing and correct Master data at all times to consistently exceed the defined turnaround times to enhance our client experience:

- Client & Sales Contact & Expectation management (Onboarding)
- Device ordering & set up
- Case Management
- Product Queue Management
- Basic product troubleshooting
- Assist walk-in clients with installs, support

ROLE DESCRIPTION

The MOVE Fulfilment and Stock Coordinator performs a wide range of duties including:

Client Contact:

- Notify clients as soon as devices have been dispatched and share Courier tracking number with customer
- Complete installation checklist and book delivery with Stock team
- Manage client expectations and deal with queries, escalations and complaints

Scheduling:

- Plan & cluster all new MOVE orders on a daily basis
- Ensure devices are couriered within the agreed turn around time

Terminal Management:

- Before any MOVE device is dispatched ensure:

They are in good working order

Set up

Retrieved the SKK number

Product (MOVE) Queue Management:

- Managing the Fulfilment queue for all approvals
- Email Stock team list of merchant no's that need to be couriered for the next day on a daily basis by 12pm
- All Welcome emails sent to Move clients when updated on Sales Force
- Daily tracking of all MOVE deliveries via RAM on a daily basis
- Install dates captured once devices are delivered by RAM on Sales Force
- Follow up where deliveries have taken longer than 3 days with RAM

Master data and billing

Ensure whenever the Contracts team does a change of contract type and agreement, that the Master Data is reflecting correctly in the system

Working closely with the Contracts team to adhere to Standard operating procedures

100% accuracy in Master data ensuring 100% in billing accuracy

SKILLS

- Excellent Telephonic skills
- Must be able to work under pressure and meet deadlines, whilst maintaining a positive attitude and providing exemplary customer service
- Strong data capture skills
- Excellent communication skills both written and verbal
- Ability to build and maintain relationships
- Client Centric Mindset
- Ability to Multitask
- Meticulous Attention to Detail
- Organizational and Planning
- Time Management
- Confident and Professional
- Strong Interpersonal Skills
- Problem Solving
- Process Driven
- Collaboration with Sales & Technical teams

WORK EXPERIENCE

1. 2 to 3 years in a client support role
2. 1 to 2 years coordination experience
3. Knowledge of Sales Force.com advantageous
4. Background in IT advantageous

QUALIFICATION

MINIMUM DEGREE MATRIC

PREFERENCE WILL BE GIVEN TO:

CANDIDATES WITH SIMILAR JOB EXPERIENCE, AND HAVE SALES FORCE EXP.

LONG TERM POTENTIAL OF THE CANDIDATE

Growth opportunities at Sureswipe are wide and varied. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities in group companies to those wishing to expand their horizons.

REFERENCE REQUIREMENTS

External applicants must supply 3 current references (minimum 1 written) at the time of interview