

JOB SPECIFICATION

FIELD SERVICES CONSULTANT

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 mind-set 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.

PURPOSE OF THE ROLE

The successful candidate is a self-starter with field service technician expertise within the merchant services / financial services industry, who strives to exceed client service expectations and is able to work independently with little supervision.

He/she will drive service success with the goal of improving client satisfaction, maximizing client retention, increasing profitability and ensuring that the overall Sureswipe experience is a positive and memorable one.

As a valuable installation, repair and maintenance technician, you will not only be able to apply your technical & product knowledge but also your client facing skills (clear communication & training) to continue to enhance client trust, build rapport, and drive yourself and your team to meet targets & goals.

SKILLS

- Excellent client service skills
- Strong problem-solving skills
- Must be able to work quickly under pressure without supervision
- Meet deadlines, whilst maintaining a positive attitude and providing exemplary client service
- Strong data capture & administration skills
- Can do, proactive attitude
- Excellent communication skills - written & verbal
- Ability to build and maintain relationships
- Planning and organisational skills
- Strong time management skills
- Attention to detail
- Task orientated

QUALIFICATION

- Matric
- A+ (Advantageous)
- 2yrs experience in Hardware and Software
- MS Office proficiency

EXPERIENCE

- Minimum of 2 years' client care experience essential
- Proven field service & training experience
- Ability to troubleshoot, test, repair and service technical equipment
- Previous experience in financial sector advantageous

MAIN DUTIES

- Provide service and client support during onsite visits and have the ability to deal sensitively with clients who have malfunctioning equipment
- Managing all on site installation, repair, maintenance, testing, and then providing instructions to the client on the proper use of the device
- Comprehend client & case requirements, diagnose errors or technical problems to determine proper solutions in collaboration with internal service teams
- Effectively deliver fraud & device training to the merchant & their staff
- Operate the company vehicle in a safe & responsible manner and use the field automation system (App) to produce timely and detailed case work orders
- Collaborate with client onboarding and services teams as well as share information across the organization
- Effective case management – ensure that all cases assigned to be completed accurately and within given time frame
- Efficient administration - All admin completed in real time via the field automation system (App)
- Accurate stock management - Complete the stock quality assurance process - testing of devices on allocation and all new software releases
- Take responsibility for your boot stock including managing returns of faulty / damaged stock within agreed TAT
- Ability to work flexible shifts and to adapt to changing work schedules

KNOWLEDGE

- Knowledge of the South African payment system and banking industry is preferable
- Microsoft Office (essential)

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.

REPORTING TO

Field Services Manager

REFERENCE REQUIREMENT

External applicants must supply 2 current references (minimum 1 written) at the time of interview.

*The successful candidate will be required to work paid standby hours' monthly

To apply, please send your updated CV to careers@sureswipe.co.za