

**CONTRACT ADMINISTRATOR
(ATM PERFORMANCE CONSULTANT)**



Spark ATM Systems is South Africa's premier independent ATM deployer installing convenience ATM's into shopping centre, retail, petroleum, leisure and hospitality locations countrywide. The Company is owned by Cardtronics plc, the world's leading ATM deployer operational in 10 countries and listed on the Nasdaq Stock Exchange (CATM) in the USA.

The Company is experiencing significant growth and therefore seeks a client-focused and energetic ATM Performance Consultant, who wants to be part of a dynamic and fast-paced work environment. The position exists in Paarden Eiland for a qualified individual who will enforce merchant contract terms and conditions, coordinate all processing documentation in order to reach our installation targets, and achieve greater customer satisfaction across our growing customer base.

ROLE AND RESPONSIBILITIES:

1. New Deal Processing:

- Liaise with potential customers to obtain required documentation
- Prepare deal approval pack on all new applications received
- Scrutinize new ATM deal applications for final sign off
- Ensure all new applications move through the correct channels, are reviewed for approval and installed within the agreed timeframe
- Determine cash flow from bank statements
- Follow up on deals that are on hold due to outstanding documentation
- Complete the take-on process including the processing of banking details
- Continuously follow up on the installation process status to avoid delays

2. Existing Site Performance:

- Manage early termination requests, competitor installations and change of ownerships
- Manage the ATM renewal process from start to completion
- Discuss and resolve issues directly with clients
- Manage contract changes and ATM conversions
- Review inactive ATM sites on a daily basis to determine reasons for inactivity
- Manage clients to ensure their inactive ATM becomes active again
- Determine and implement appropriate action to improve ATM performance for identified sites
- Review month-to-month performance of ATM base
- Identify ATM sites that require a CRM visit
- Submit request for ATM removals where required

3. Administration & Reporting:

- Compile relevant reports relating to monthly ATM uptime, performance and branding
- General contract administration
- Documentation and filing of all client correspondence
- Escalate issues according to the company and legal procedures

PROFESSIONAL REQUIREMENTS:

- Matric
- Relevant tertiary qualification is advantageous
- Prior experience as a Contract Administrator or Deal Facilitator
- Prior paralegal or collections experience is beneficial

- Good customer relations and professional communication skills
- Fully computer literate with solid excel experience
- Fluent in English and Afrikaans

COMPETENCIES:

- A great 'do what it takes' attitude
- Attention to detail and high degree of accuracy
- Responsible, reliable, work systematically and have a high degree of personal integrity
- Professional verbal and written communications skills
- Follow procedures with a structured approach to problem-solving
- Be neat, orderly, organised and self-motivated
- Have the ability to manage your own time effectively and respond positively to different situations

The company is offering a competitive salary and benefits, rewarding work environment, full product knowledge and exciting career growth opportunities for the right candidate. Remuneration is negotiable depending on your skills and experience.

Interested parties should email a concise CV and covering letter, outlining why you feel that you are suited to the position, with the subject line: ATMP1019 and your name to jobs@sparkatm.co.za.

If you do not hear from us within 14 days from date of application, please regard your application as unsuccessful. Only short-listed candidates will be contacted.

For more information visit www.sparkatm.co.za.