

## Client Centre Manager



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 versatile and skilled **Client Centre Manager**, 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 work in a small team on diverse development projects using various programming languages.

### RESPONSIBILITIES:

#### 1. Operations & Support Team:

- Overall responsibility for all Contact Centre, agents and team deliverables
- Responsible for rostering and ensuring staffing at proper levels
- Thorough technical understanding of the ATM, EFT switch, comms protocols and related communications network
- Monitoring and reporting on daily, weekly and monthly Contact Centre Activity
- Training Contact Centre agents as needed
- Ensure Saswitch disputes and all client queries dealt with within SLA timeframes
- Diagnose problem sites and issues, take ownership for and resolve timeously
- Managing new terminal take-ons into various systems

#### 2. Customer Service:

- Assist with escalations for problematic sites and other issues
- Ensuring continuous improvement in service quality
- Ensuring Contact Centre tickets are opened and calls are logged and actioned timeously
- Ensuring all systems and monitoring tools are effectively utilized
- Monitor service levels and ensure superb service delivered at all times

#### 3. Systems:

- Ensuring systems used are in line with industry best-practices
- Ensure ongoing systems training across the organisation
- Constant systemisation of organisational processes including the generation of new forms and processes where needed

### PROFESSIONAL REQUIREMENTS:

- Relevant tertiary degree (Electrical Engineering, BSc Computer Science, etc) and/or management degree
- Minimum of 7 years prior experience in a Technical Contact / Support Centre
- Experience in the ATM, POS, EFT, card, payments or banking environments is essential
- Experience in managing complicated technology infrastructure including data centres, local and wide area networks including related hardware and software
- An essential element of the role is the active engagement and development of staff and suppliers to ensure availability and retention of technical skills critical to the organisation

### COMPETENCIES:

- Passion for excellence in all aspects of their career
- Be responsible, self-disciplined, reliable, systematic, and have a high degree of personal integrity
- Thorough attention to detail and accuracy
- Highly organized with a strong work ethic
- Able to think-out-the-box and generate new ideas

- Possess strong verbal and written communications skills
- Follow procedures and have a structured approach to problem-solving
- Be organised and motivated and able to manage own time effectively

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: **CCM1019** and your name to [jobs@sparkatm.co.za](mailto:jobs@sparkatm.co.za).

If you do not hear from us within 7 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](http://www.sparkatm.co.za).