

FIELD SERVICES MANAGER



Spark ATM Systems is South Africa's premier independent ATM deployer installing convenience ATM's into shopping centres, 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 Field Services 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 continue to deliver a world-class service and will be required to implement innovative processes to ensure that the team delivers superior customer solutions.

RESPONSIBILITIES:

1. Field Activity:

- Manage the technicians' daily activity to meet internal and customer SLAs (installations, removals, callouts, preventative maintenance and relocations)
- Ensure that effective stock management and boot-stock disciplines are achieved
- Complete real-time quality checks on all call-out types to ensure service calls are completed correctly on the first technician visit.
- Monitor, manage and report on special field projects

2. Dispatching of Technicians

- Manage technical calls on a day-to-day basis; updating the technicians' calendars on Google calendar
- Ensure efficient use of resources by implementing best practice in route planning
- Compile technician activity reports
- Monitor and manage Dispatch Consultants activity and events to ensure that their work is actioned timeously
- Reporting on key metrics and Field Service KPIs

3. General:

- Reviewing and managing fuel card expenditure
- Implement controls to ensure that technical solutions are effective and delivered to the highest standard.
- Provide field services department structures, management, processes and procedures which align the team towards the company goals

PROFESSIONAL REQUIREMENTS:

- Relevant Management and/or Logistics degree or diploma
- Minimum 5 years proven professional experience in a similar role preferably from the Field Services environment
- Fully computer literate

COMPETENCIES:

- Have a passion for excellence in all aspects of your career
- Must possess people skills and a personal style that will establish credibility with internal and external customers alike
- Possess strong verbal and written communications skills
- Ability to think-out-the-box and generate new ideas
- Be responsible, self-disciplined, reliable, systematic, and have a high degree of personal integrity
- Follow procedures and have a structured approach to problem-solving



- Be organized and possess good time management skills

The company is offering a competitive salary and benefits, rewarding work environment and exciting career growth opportunities for the right candidate. Remuneration is market-related and depends on your skills and experience.

Interested parties should email a concise CV with subject line: FSM0115 and a covering letter outlining why you feel you are suited to this position 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 about us visit www.sparkatm.co.za.