



ACCOUNT MANAGER – DURBAN

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 **Account Manager**, who want to be part of a dynamic and fast-paced work environment. The Account Manager position exist in **Durban and surrounding regions** for qualified individuals with strong interpersonal and negotiation skills, who can build and maintain relationships with our merchants.

RESPONSIBILITIES

- Build and maintain customer relationships and improve overall client satisfaction on a daily basis
- Improve ATM performance by means of branding, second ATMs and signage options
- Manage the Company's brand in the market and improve brand loyalty with existing clients
Manage ATM contract renewals, additional ATMs, early terminations and change of ownerships processes
- Conduct customer satisfaction surveys and ATM performance assessments
- Maintain a CRM database and complete daily CRM visit forms
- Provide ongoing ATM and SparkWeb client training and assistance
- Provide ad hoc technical assistance with regards to light bulbs and receipt paper
- Ensure that the Company's reputation for excellent customer service is maintained

PROFESSIONAL REQUIREMENTS

- Matric certificate
- Relevant tertiary qualification is advantageous
- 3 years' customer relationship management experience in a similar role
- Sound technical know-how and abilities
- Computer literacy (including MS Office)
- Proven track record of excellent client retention skills
- Ability to work independently with minimal supervision
- Ability to prioritise effectively under pressure and manage conflict
- Possess strong verbal and written communications skills
- Own a reliable vehicle and be in possession of a valid driver's license
- Be prepared to travel extensively

COMPETENCIES

- A passion for excellence in all aspects of your career
- Possess people skills and a personal style that will establish credibility with internal and external customers alike
- 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 organised, motivated and able to manage your 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 cover letter, outlining why you feel that you are suited to the position, with the subject line: AMKZN0421 and your name to jobs@sparkatm.co.za.

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

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