



CIT COMMUNICATIONS & ADMIN COORDINATOR – CAPE TOWN

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 skilled candidate who wants to be part of a dynamic and fast-paced work environment. The position of CIT Communications & Admin Coordinator exists in Paarden Eiland for a qualified individual, who can assist with inbound and outbound customer care and liaise with the CIT team.

RESPONSIBILITIES:

- Monitoring connectivity of ATMs to the host and resolving all terminal status issues and/or errors.
- Liaising with the CIT team to ensure maximum uptime and optimal resolution.
- Inbound customer care – technical ATM matters; billing and rebate queries, documentation, and consumables
- Outbound customer care – refill ATMs, CRM calls, pre and post installation calls for ATM
- Resolving issues telephonically with clients
- Liaising with, and dispatching the CIT team/s to sites
- Handling Saswich Queries raised by customers / issuing banks.
- Troubleshooting and resolving when systems are down / problematic.
- On-call cycle on weekends / public holidays or weekend shift work.
- Management of projects – 3rd tray upgrades, new site take-ons and rezoning changes.
- Monitoring of critical/suspect sites and ensuring they are actioned timeously.
- Logging all inbound and outbound calls on ATM Manager software
- Following up and actioning all open events timeously
- Raising events for matters that require a site visit.
- Managing relationships and dealing with 3rd party service providers
- Ensuring constant revision and refining of processes and procedures
- Reporting of data and deliverables on a timely basis
- Assistance with general office admin and filing
- Customer dispute resolution
- Ensuring that CIT related emails are assigned, actioned and resolved within the agreed upon SLAs.
- Sending and monitoring receipt paper provided to CIT cash centres within the cost brackets assigned.
- Assisting with all CIT functions e.g. Cash planning and inactive CITs



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REQUIREMENTS:

- Grade 12
- Relevant tertiary qualification is advantageous
- Previous administration experience in one of the following related industries is beneficial: POS devices, lotto, value-added services or other related industries
- Good customer relations and professional communication skills
- Fully computer literate (including MS Office)
- Fluent in English

COMPETENCIES:

- 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 organised and have the ability to manage your own time effectively

The company is offering a competitive salary and benefits, exciting incentive opportunities, rewarding work environment, full product knowledge and exciting career growth opportunities for the right candidate.

Remuneration is negotiable depending on your skills and experience. The individual will be remunerated additionally for stand-by shifts on weekends, public holidays and weekend shift work.

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: CITADM0122 and your name to jobs@sparkatm.co.za.

By contacting Spark ATM, you acknowledge and agree Spark ATM has a legitimate business purpose to collect and process your personal information (as defined in Protection of Personal Information Act 4 of 2013 and any amendments thereto ("POPIA")) to review your application and to comply with its legal obligations.

Spark ATM will process your personal information in accordance with POPIA and in accordance with and the purposes described in Spark ATM's privacy notice available at www.sparkatm.co.za/privacy-policy/ (or as time to time subsequently amended). You hereby confirm that you have read and understood and agree with the terms of Spark ATM's privacy notice."

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.



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

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