

JOB SPECIFICATION

FICA ADMIN ASSISTANT

Based in Bryanston

Sureswipe is disrupting the payment industry making card acceptance easy and accessible to all independents retailers. We are a results driven organisation where high performance is acknowledged and rewarded. An entrepreneurial and self-learning mind-set is encouraged and individuals who take the initiative are recognised and appreciated.

At Sureswipe we do things differently because we know that no two businesses are alike and in order to stand out we need to offer a consistent experience and tangible value. Our vision is to become the favourite payments service provider to all independent retailers across South Africa. Why? Because they work so hard at building and growing a business, that they shouldn't have to work hard at getting paid. To deliver our consistent client care means that we are passionate about our people. Investing in those who take the initiative and who understand and are acceptable to the changing dynamics of a business. If you're a determined self-starter with a curious and pro-active nature then Sureswipe is a fit for you.

Our organisational atmosphere is fast paced and energetic albeit sometimes a little noisy. We have a start-up culture and often have fun. Our team is passionate about client experience and are determined to make a difference in the lives of independent retailers by helping their business grow and succeed. In short we burn for independent retailers.

PURPOSE OF THE ROLE

This position will be responsible for administration, data capturing, providing management support and managing contracts administration. This is a key role in supporting the Business Acquisition Managers with contracts administration.

EXPERIENCE

- 1-2 years working in a contractual & FICA related environment
- 1 – 2 years in an administrative role which involved data capturing responsibilities

QUALIFICATIONS

- Matric

SKILLS

- Must be able to work under pressure and meet deadlines, whilst maintaining a positive attitude and providing exemplary customer service
- Strong data capture skills
- Can do, proactive attitude
- Excellent communication skills both written and verbal
- Ability to build and maintain relationships
- Planning and organisational skills
- Strong time management skills
- Attention to detail

To apply, please send your updated CV to careers@sureswipe.co.za

ROLE DESCRIPTION

- Ensure that all contracts submitted by sales staff are completed correctly. Provide guidance when errors are observed and communicate to Sales department
- Ensure that all information contained within the submitted to approval of contracts are accurately captured into the customer data base (Sales Force)
- Support sales staff with providing correct FICA documentation and contracts
- Liaise between sales staff and internal staff as needed
- Provide regular feedback to management on contract approval and rejections
 - Track accuracy and turn around data of sales and Risk teams
 - Track performance data for sales and risk team
 - Monitor and disseminate FICA & Fraud stats
- Accurately draw FICA & Fraud stats
- Checking OFAC, MATCH and ITC on all client company directors
- Assist Account Managers with amendments to their client profiles i.e. rates, trading names, banking details etc
- Meet the SLA TAT for each new contract received
- Liaise with the regions on behalf of the sales staff as needed
- Ensuring that rates and contract terms are correctly captured for billing
- General admin

LONG TERM POTENTIAL OF THE CANDIDATE

Growth opportunities at Sureswipe are wide and varied. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities in group companies to those wishing to expand their horizons.

REFERENCE REQUIREMENT

External applicants must supply 2 current references (minimum 1 written) at the time of interview.

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