

## JOB SPECIFICATION

### OFFICE BASED ACCOUNT MANAGER

Based in Bryanston

Sureswipe is disrupting the payment industry making card acceptance easy and accessible to all independent 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 is responsible for championing the success of client's by becoming their trusted advisor/point of contact and assisting them with any queries/assistance that they may have. The incumbent will be accountable for building beneficial relationships with Sureswipe's client base to ensure they are "ecstatic" about the value we offer and actively use our services.

### EXPERIENCE

- Minimum 1-2 years account management experience, preferably in financial services, payment and related industries.
- Telesales or Call Centre experience is preferable.

### QUALIFICATIONS

- Matric.
- Preference will be given to candidates with tertiary education in marketing, sales or business management.

### SKILLS

- Excellent communication skills – verbal and written
- Ability to build strong working relationships (internal/external)
- Ability to persuade, influence and negotiate effectively at all levels (internal/external)
- Well-organised and thorough, even when working under pressure
- Solution and target driven
- Problem/issue identification & solution development

To apply, please send your updated CV to [careers@sureswipe.co.za](mailto:careers@sureswipe.co.za)

## KNOWLEDGE

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- Good business acumen and account management knowledge.
- Sales methodologies and techniques.
- Understanding of merchant services/loyalty & gift card industry is beneficial.
- Customer service.

## ROLE DESCRIPTION

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- Build strong, beneficial relationships with our clients.
- Liaise with clients and cross-functional internal teams to ensure the timely and successful delivery of our products and service to customer needs.
- Retain SureSwipe clients through outstanding service and effective account management.
- Generate leads for Value added product and leads for referrals from existing clients. Drive new product sales leads with existing client base.
- Effectively reduce churn. Deal with cancellations effectively and always strive to retain the client
- Managing rate negotiations, credits and rebates to ensure the best return for SureSwipe.
- Work closely with the field account managers to achieve team objectives.
- Proactively drive usage to increase revenue. Drive usage by monitoring stats, and calling low usage clients
- Be the point of escalation and build long-term relationships with clients. Develop strong client relationships and provide clients with excellent service and support.
- Protect revenue and churn by signing 24 month contracts.
- Compile weekly, monthly and quarterly reports to track individual performance. Clearly communicate the progress of monthly/quarterly stats to manager
- Maintain SureSwipe systems with the relevant information on all aspects of client and potential client interaction.
- Effectively and efficiently handle COE's, COO's and additional branches/new branches.
- Ensure compliance with Salesforce for accurate tracking, measurement and reporting.
- Handle escalations for clients requiring management feedback.
- Keep abreast of industry and product knowledge.

## LONG TERM POTENTIAL OF THE CANDIDATE

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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

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

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