

JOB SPECIFICATION

CLIENT SERVICE MANAGER

ABOUT SURESWIPE

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.

The 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

To provide direction and leadership across the client service teams, ensuring that they burn for independent retailers and provide them with a “wow” experience. Drive Sureswipe’s client experience vision and business goals through effective collaboration and execution of the operational strategy.

ROLE DESCRIPTION

The Client Service Manager is an important leadership role in **Sureswipe** reporting directly to the Marketing Executive. The role requires a strong manager with experience in strategy and planning, budgeting, project management, call/contact centres, client service, operations and negotiation. The candidate is responsible for and understands all aspects of the client experience and how to take this from theory to successful implementation.

REQUIREMENTS OF THE ROLE

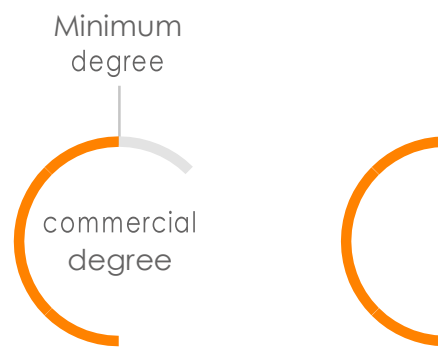
Reporting to the Marketing Executive – Elise Blundell

SKILLS

SKILLS FOR THIS POSITION

Confident, driven and dynamic leader,
 Strong collaborator, Structured and disciplined, Analytical, Data driven,
 Client service minded, Passion for clients,
 Skilled project manager, Tech savvy,
 Strategic, strong budget and operational planner, Excellent negotiator,
 Meticulous attention to detail. Growth focused

QUALIFICATIONS



EXPERIENCE

A minimum of 5 years' experience in a client service (ideally some call/contact centre experience included)

A minimum of 5 years' experience in a middle/senior management role with more than 5 direct reports

On-going personal and professional development

Experience in retail and/or financial services

Familiar in using technology and information to improve the overall performance of client service

Extensive knowledge and application of client service/experience principles

Strong project management / execution background



DELIVERY AND RESULTS

- Develop an effective 3 year strategy for the team (including well defined budget with team targets)
- Manage the team performance to ensure alignment with the strategy and budget (weekly measurement and visibility)
- Effectively oversee the well running of the Sureswipe contact/call centre
- Lead the nation-wide account managers ensuring client visits, client cancellations, rate negotiations and credits/rebates are well managed and executed.
- When required, recruit and get new client service team members up to speed efficiently & with the required support
- Grow and develop the team through effective growth plans, coaching, mentoring and training initiatives
- Be responsible for team performance in respect of achieving key metrics, reaching their targets, reducing churn and driving referrals for new business.
- Handle escalations for clients requiring management feedback.
- Ensure finger is on the pulse through effective diary and call cycle management, performance measurement and proactive reporting.
- Deliver weekly reporting and feedback on team performance. (This will include actuals to budget, reporting for exco and other performance metrics)
- Work closely with the marketing team to deliver well thought out campaigns
- Ensure compliance to the SureSwipe account management tool (Salesforce) for tracking, measurement and reporting i.e. ensure processes are followed and clean data submitted.

- Strategic input into sales, pricing, marketing and new business development
- Develop and communicate competitor information
- Deliver business cases for structural changes or new developments if and when required
- Monthly OPSCO/leadership forum feedback.
- Keeping abreast of product knowledge.



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 3 current references (minimum 1 written) at the time of interview.

SUCCESS CRITERIA

Success is measured on leadership, delivery, and results that add tangible and measurable value to the business, the team and clients.



LEADERSHIP

Within Sureswipe successful leaders take charge of understanding the business environment and external market, and with the use of insights are able to maximise opportunities and gaps within the market. By having up to date information and knowledge on a micro and macro level, both internally and externally.

A comprehensive understanding of how their behaviour impacts internal and external stakeholders and clients.

Work is well directed with clearly understood and measurable strategies, plans and goals. All stakeholders understand and support the goals as set out and resources are mobilised to achieve these goals.


Responsible for a larger team the candidate shows a passion for continued learning and improvement, building a team who are committed and motivated, even during tough times. The team has defined goals, assigned resources and clearly defined plans, with functional structures, systems and processes in place for efficient daily operations which contribute to achieving the overall marketing and business strategies. The team is organised and aware of their responsibilities and expectations. Activities are carried out efficiently, effectively and responsively. The activities are monitored for results, and applied ongoing learning to continuously achieve improvements, allowing for flexibility and growth.


They lead by example, embrace and live to Sureswipe's core values of taking the initiative, acting with courage, fostering collaboration, applying fairness and personal responsibility.



S U R E S W I P E

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