

JOB SPECIFICATION

CONTRACTS & FICA ADMINISTRATOR

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

The successful candidate will be responsible for the preparing and processing of all submitted contracts & FICA for final approval via our risk management team. He/she will be required to perform a wide range of administrative and support activities for the sales & account management departments and/or managers to facilitate the efficient operation of contract submission, screening, and capture on multiple systems to support the contract approval process for the sales & account management teams. The data screening and capturing is an important role as information in our systems is only valuable if it is accurate, up to date and useable.

Ensure efficiencies are realised within the Contracts team through:

- Screening of contracts & FICA submitted
- Accurate and timeous capture of contract data
- Follow up on outstanding FICA & other required documentation
- Conduct all required credit & fraud screening
- Respond & process contract change requests

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

QUALIFICATION

- Matric

EXPERIENCE

- Minimum 2 years working in a contractual & FICA related environment
- 2 – 3 years in an administrative role which involved data capturing responsibilities
- Proven track record

MAIN DUTIES

- Ensure that all contracts submitted are accurate and complete for processing within time limits
- Process all contracts & FICA submitted via regional fulfilment coordinators for screening & approval
- Provide guidance when errors are observed and manage the process of timeous resubmission
- Confirm that all information contained within the submitted contracts are accurately captured into the client data base (Sales Force)
- Assist and support Sales and account management with the follow up and collection of outstanding FICA & other required documentation
- Conduct all required screening in order to verify clients and provide accurate reporting to substantiate decision making on listed entities
- Ensure that all client contract change requests submitted are processed accurately within time limits
- General admin

ESSENTIAL SKILLS

- Strong data capture skills
- Attention to detail
- Excellent communication skills both written & verbal
- Ability to build and maintain relationships
- Planning and organisational skills
- Strong time management skills
- Administration skills
- Can do, proactive attitude
- Self-starter, be able to work with minimum supervision
- The ability to multi-task
- able to maintain a mature, problem-solving attitude when dealing with conflict, or time demands
- Work within, and support a team structure
- Be accurate under pressure

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.

KNOWLEDGE

- Proficient in Microsoft Office
- Good understanding of the South African SME market
- Knowledge of Sale Force CRM system would be advantageous
- FICA compliance knowledge would be advantageous
- Previous experience in the financial service sector would be advantageous

REPORTING TO

Onboarding Manager

REFERENCE REQUIREMENT

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