Innervation Rewards – Application Specialist

June 2021

Introduction
We are looking for a highly driven, proactive, and trustworthy individual with a passion customer service within the payments industry with loyalty, rewards, gift cards, CRM. An individual who enjoys assisting clients and their team with any enquiries while ensuring that systems are performing efficiently.

What we do:
Innervation Rewards, formerly Edenred South Africa, is a prepaid corporate service provider that has been providing the South African market with incentives, rewards, and expense management solutions (mainly in the form of prepaid cards and recently, digital solutions) since 2005, to enhance organisational performance.

Innervation Rewards is part of Innervation Pan African Payments, which forms part of Adumo (formerly Crossfin Transactional Solutions), South Africa's largest independent payments and merchant acquiring solutions platform.

Our Vision:
To be the preferred incentive and rewards transactional solutions provider and programme manager with access into Africa.

Our Focus:
Innervation Rewards' solutions enable companies to more effectively manage their:
- Incentive and rewards programmes
- Employee recognition, engagement and benefits
- Corporate Expense management

The values we believe in:
- Teamwork
- Integrity
- Learning
- Accountability
- Innovation
- Fun

Overall Responsibility – Application Specialist

- To assist in all Innervation Rewards (Inrewards) applications.
- Addition of new clients to Slipmate on Amazon Web Services.
- Assist with all queries from the Inrewards team.
- Ensure all Inrewards systems are available and performing efficiently.
- Ad-hoc reporting.
- Monthly reporting.

Job Description

Customer Engagement

- Assist clients with transactional and member queries as required.
- Work together with the System Owner to ensure delivery against all product related deliverables i.e. reports, statistics, financial reports, etc.
- Collaborate with the System Owner and Manager, Sales, Client Services and PMO in delivering any new client projects or enhancing existing client services.
- Assist with Synergy queries and work requests.
- Ensure all work is recorded in Synergy.
- Ad-hoc reporting requests.

Security, Legislation and Risk Management

- Ensure all changes to the system are in accordance with change and release management policies and procedures.
- Ensure that an accurate list of system users and data consumers is maintained for PCI compliance.
- Ensure certification and accreditation of all systems by ensuring that server security is up to date for PCI compliance.
- Notify the Specialist Network and Security Engineer of any suspected incidents in a timely manner, and assist in the investigation of incidents if necessary.

Business Intelligence: Reporting

- Ensure data integrity for client reports within SLA.
- Monitor and manage report automation and reschedule missed reports.
- Ad-hoc reporting requests.

Database Administration

- Ensure that data retention meets required security standards.

Client Service

- Build and maintain lasting relationships with clients.
- Manage client tickets daily, within SLA, together with root cause analysis and problem elimination.
- Attend client meetings periodically as required.
- Timeous escalation of any relevant issues
- Ensure timeous escalation of any relevant client issues or queries

Traits

- Customer service
- CRM systems
- Reporting
- Security
- Microsoft Windows Server
- Microsoft SQL Server / Relational Database Management Systems
- Microsoft SQL Reporting Services
- Linux

Job Requirements

- Matric (NQF level 4)
- Experience in the payments industry with loyalty, rewards, gift cards, CRM
- 1 – 3 years' experience in IT

Contact
- Suitably qualified applicants are requested to submit a detailed CV by email to humancapital@innervation.co.za. Kindly note that only short-listed candidates, who meet the position requirements, will be invited to participate in an interview.