

Sales Administrator – JHB based

What we do:

Innervation PAN African Payments is a leading PCI-compliant payment and switching business with over 20 years domain experience in providing streamlined, integrated payment solutions and value-added services to all tiers of retailers, as well as the broader financial services sectors in South Africa, Lesotho, Swaziland, Namibia, Botswana, Zambia and Kenya.

Our **Vision**:







To be the preferred provider and enabler of innovative payment, customer engagement and value added services to retail, financial services providers and mobile network operators in Africa, primarily by utilising our own enablement IP for transaction acquisition and omnichannel integration, that adds value to our customers and their consumers alike.

Our **Focus**:

We are focused on the following Payment and Value Added Services across all channels:

- Payments
 - Card transaction processing and switching (integrated / standalone terminal)
 - Alternative payments – Mobile / QR / NFC etc
 - Compliance based payment solutions
 - Payment Insights
- Customer Engagement: Gift Card, Virtual Vouchers & Loyalty, e-Receipting, Shopper Marketing & Insights
- Commodity VAS: Airtime & Virtual Products
- Reconciliation and Settlement
- Card and Account Management

What we believe in:

-  Teamwork
-  Integrity
-  Learning
-  Accountability
-  Innovation
-  Fun

Job Description

Assist the Innervation Sales Team by handling important administrative tasks in support of the sales function. The role is an extension of the Sales Team and aids the Sales Team to achieve targets by providing administration and workflow assistance to internal and external Innervation customers.

Duties

Duties will include, but not be limited to:

- Use the Innervation business management system, or manual methods, to create sales quotations for existing clients where required.
- Capture and store client related information pertaining to the sale, contract, activation and invoicing (fees around the services) of Innervation products/services. (Scan and file copies of all paperwork and store on CRM/workflow system and in filing cabinet).
- Send the correct quotation, contract and client take-on documentation to clients in support of the sales team sales efforts.
- Ensure that contracts already in place are correct and valid.
- Obtain relevant paperwork for clients and service providers, including relevant service provider documentation.
- Follow Innervation method/templates to ensure consistent communication in obtaining outstanding paperwork.
- Provide email updates to clients containing ticket numbers created for logged work requests, using the email template header.
- Ensure all sales requests for service activation are logged timeously and accurately to Implementations, once all correct paperwork is received.
- Create tasks per service and per site to the implementations team (using bulk site and bulk task creation spreadsheets where applicable).

- Ensure all Innervation sales related templates are maintained, including service provider collateral, and share updates with the sales team and other relevant parties as necessary.
- Ensure compliance related to the capturing, storage and access of client information in line with relevant compliance requirements i.e. POPI.
- Ensure familiarity with all of Innervation's pricing structures related to each product, to ensure accurate client quotations and revert to line manager for approval on non-standard pricing.
- Attend product and service-related training.
- Assist with contract set preparation.
- Contact newly contracted clients (that move to the Sales Administration workflow) telephonically, to welcome them to Innervation.
- Prioritise workflow i.e. work requests based on when the work comes through and the journal entry details regarding requested installation timelines and on expected date of roll-out as per the sales team

Key skills and experience:

- Payments industry
- Administration
- MS Office with advanced Excel
- CRM, workflow or business management systems
- Understanding of key accounts
- Workflow process – logging work from one department to the other
- Data capturing
- Record-keeping
- Filing
- Good phone ethics
- Good people skills

Qualification and Salary Package

- Minimum Matric (NQF level 4)
- Minimum 2 years' experience in sales/business administration
- Salary offer is market-related

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.