

**Job Title: Operations Specialist - Point of Sale (POS)**

Based in Braintree, Lolly is a leading software and technology firm in the hospitality sector producing a wide range of state-of-the-art technology solutions including robot waiters, facial verification, mobile apps, EPoS, and payment solutions.

Our mission is to make technology simple, by implementing the best solution, incorporating the most reliable intuitive technology and to follow this with first class after-sales customer care.

We exist to create a technology hub for now and in the future.

**Position Overview:**

Reporting to the Head of Operations, as an Operations Specialist specialising in the Point of Sale (POS) industry, you will play a pivotal role in ensuring the seamless provisioning, maintenance, and support of POS systems across our network. Your responsibilities will encompass managing assets, coordinating installations, resolving issues, handling RMAs (Return Merchandise Authorizations), maintaining vendor relationships, and configuring payment devices. This position offers an exciting opportunity to work in a dynamic environment at the forefront of technology.

**Key Responsibilities:**

1. Provisioning POS Systems:
   * Coordinate the setup and configuration of POS hardware and software according to client specifications.
   * Ensure timely delivery and installation of POS systems, adhering to project timelines and quality standards.
   * Collaborate with internal teams to streamline provisioning processes and optimize resource utilisation.
2. Asset Management:
   * Maintain accurate records of POS hardware and software inventory, including serial numbers, locations, and configurations.
   * Implement asset tracking systems and procedures to monitor the movement and usage of POS assets.
   * Conduct periodic audits to reconcile inventory records and identify discrepancies or opportunities for optimization.
3. Issue Resolution:
   * Serve as the primary point of contact for troubleshooting and resolving issues related to POS installations, configurations, and functionality.
   * Investigate reported incidents, diagnose root causes, and implement corrective actions to restore service levels promptly.
   * Collaborate with technical support teams and vendors to escalate and resolve complex issues requiring specialized expertise.
4. RMA Management:
   * Initiate and manage the RMA process for defective or malfunctioning POS hardware components, ensuring timely replacement and resolution.
   * Liaise with suppliers and manufacturers to coordinate RMA requests, track shipment status, and verify warranty coverage.
5. Vendor Communication:
   * Establish and maintain effective communication channels with suppliers, vendors, and third-party service providers.
   * Collaborate with vendors to address product issues, negotiate terms, and ensure timely delivery of goods and services.
   * Function as a liaison between the company and external stakeholders to facilitate smooth operations and resolve issues proactively.
6. Payment Device Configurations:
   * Configure and deploy payment devices, such as card readers and terminals, in accordance with industry standards and security protocols.
   * Collaborate with payment service providers to implement device configurations, troubleshoot connectivity issues, and ensure compliance with regulatory requirements.
   * Test and validate payment device configurations to ensure seamless integration with POS systems and merchant services.

**Skills Required:**

1. Technical Proficiency: Understanding of POS hardware, software, and related technologies such as barcode scanners, card readers, and printers.
2. Software Knowledge: Proficiency in POS software systems and platforms, including the ability to troubleshoot issues and optimize system performance.
3. Data Analysis: Ability to analyse sales data, transaction trends, and inventory levels to identify opportunities for improvement and cost savings.
4. Problem-Solving Skills: Capacity to quickly diagnose and resolve technical issues with POS systems and equipment, ensuring minimal disruption to operations.
5. Attention to Detail: Accuracy is crucial in managing transactions, inventory, and financial records within the POS system.
6. Communication Skills: Effective communication with both technical and non-technical stakeholders, including customers, vendors, and internal teams, to address issues and implement solutions.
7. Project Management: Ability to plan, organize, and execute POS system installations, upgrades, and other projects within specified timelines and budgets.
8. Training and Support: Providing training to staff on POS system usage, troubleshooting techniques, and best practices to ensure smooth operations.
9. Vendor Management: Consulting with POS system vendors and service providers to coordinate maintenance, repairs, and system upgrades.
10. Compliance Knowledge: Understanding of relevant industry regulations and compliance standards, such as PCI DSS (Payment Card Industry Data Security Standard), to ensure data security and regulatory compliance.
11. Inventory Management: Familiarity with inventory control principles and practices to optimize stock levels, minimize shrinkage, and maximize profitability.
12. Customer Service Orientation: Ability to provide excellent customer service, resolving inquiries and complaints related to POS systems and transactions promptly and professionally.
13. Adaptability: Flexibility to adapt to changing technology, business processes, and industry trends in the dynamic POS environment.
14. Teamwork: Collaboration with cross-functional teams, including sales, marketing, finance, and IT, to achieve organizational objectives and drive business growth.
15. Time Management: Efficiently managing multiple tasks and priorities in a demanding environment to meet deadlines and deliver results.

Why Join Us?

We are one of the leading omni-channel retailers across the UK, but more than that, we are a great place to work. We value you and your development. We pride ourselves on giving our team members the opportunity and continued training and development to enable them to progress their personal and professional skills.

Our aim is to create a fun and creative environment, where your success is paramount to ours and you are given the right tools, support, and platform to achieve your goals. More than that, we want every team member to be happy in their work and feel they can contribute and add value to the business.

Diversity

At Lolly we believe in creating a positive environment where our differences are respected and each of us feels valued for our contribution. Treating people fairly is part of our values and at the core of our culture. As an inclusive employer, all qualified candidates will be considered regardless of race, ethnicity, religion or belief, age, socioeconomic background, gender identity or expression, sexual orientation, pregnancy and maternity and caring responsibilities, marital status, nationality, and disability including invisible disabilities and neurodiversity.

We recognise the different perspectives which arise from *a diverse and multi-skilled workforce.* We believe this assists us in providing an excellent service to our customers.

We know that a great hire will not necessarily meet every requirement that we have outlined. If you can see yourself elevating the team, we want to hear your story. Few of us would be here had we not taken a chance.

Importantly, for us diversity is also about building and maintaining happy teams, filled with colleagues who want to learn and develop, and want to be inspired by each other and our different experiences.

Hiring Process

We review applications on an individual basis. If we feel you would be a good fit, we will invite you to join us on a Teams chat for an informal discussion about the role, and for you to see if we are a good fit for you.

We value open and honest conversations, giving you the chance to learn more about the role in a friendly and informal environment. We want to learn more about you and why you feel that this next step is the right opportunity for your career development.

We look forward to receiving your application, and we hope to meet you soon.

**Job Type:** Permanent

**Salary:**

**Proposed Hours**: Monday to Friday. 9:00am – 5:30pm

**Location:** Unit 3 Freeport Office Village Century Drive Braintree. Essex

**Position Type:** Full-Time Office Based