



Job Title	Sales & Admin Officer
Job Reference	CP-SAO-25
Date:	March 2025
Location	Jersey

1 Job Purpose

CityPay, a leading Payment Service Provider, is seeking a proactive and detail-oriented Sales & Administration Officer to support both sales activities and regulatory compliance. This role involves handling client enquiries, assisting with KYC/AML processes, coordinating with acquiring banks, and supporting the sales team in marketing and administration tasks.

The ideal candidate will have excellent administrative skills, a strong customer focus, and an ability to navigate regulatory requirements within the payments industry.

2 Principal Accountabilities

2.1 Sales & Client Support

- Respond to sales and administrative enquiries professionally and promptly, providing accurate information or coordinating with relevant departments.
- Assist in preparing and issuing sales proposals, quotations, and contracts.
- Support Sales Director and Account Managers with sales administration and marketing activities.
- Liaise with CityPay's reseller agents, suppliers, and clients to ensure smooth communication and support.

2.2 Regulatory Compliance & KYC/AML

- Collect and verify KYC documentation to comply with Acquirers' and CityPay's AML/CFT obligations.
- Complete application forms for acquiring banks and coordinate with their risk and compliance teams.
- Assist in maintaining compliance with the Jersey Financial Services Commission (JFSC) under Schedule 2 Business registration.
- Support in updating and following compliance procedures related to AML/CFT.

2.3 Operational & Financial Administration

- Investigate and handle account-related enquiries in collaboration with internal teams and acquiring banks.
- Provide administrative support for financial reporting, including assistance with the Payment Facilitator (PF) business model.
- Work closely with the Finance Manager to support reconciliation and financial documentation.
- Ensure adherence to Health & Safety at Work (Jersey) Law and maintain safe working practices.
- Attend relevant courses, seminars, and exhibitions as required.
- Perform additional duties as directed by the Directors.

3 Skills & Qualifications

- Excellent communication and interpersonal skills, with the ability to interact confidently with clients and internal stakeholders.
- Highly organised and self-motivated, with a strong ability to multitask and meet deadlines.
- Strong administrative and sales support skills.
- Basic understanding of AML regulations, and card payment processing (advantageous but not essential).
- Experience in a regulated financial services environment or with KYC/AML processes is a plus.

4 Additional Information

- Working Hours: 25 – 37.5 hours per week (Monday to Friday).
- Annual Leave: 22 days per year (pro-rata for part-time employees).
- Based in Jersey must have Entitled For Work status in Jersey
- Flexibility to attend industry events as required.
- Must be adaptable to meet the evolving needs of the business.

5 Compensation & Benefits

- A competitive salary with a performance bonus will be offered to the right candidate depending on experience.
- Opportunity to work in a dynamic and growing payment services environment.
- Career development and training opportunities.