



Fuuse

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Achieve More

Job Description

Frontline Support Agent



The Role

Role Overview:

We're looking for Frontline Support Agents to join our growing Driver Support team. You'll play a crucial role in maintaining the operational excellence of our EV charging networks by providing first-line support across various channels, ensuring prompt and effective resolution of issues. This role bridges the gap between our B2B customers and B2C drivers, contributing to a positive, reliable charging experience for all.

Please Note: The service is delivered between 06:00 – 22:00 with shifts taking place between these times. Shift lengths and rota schedules can vary but minimum hours will be contracted at 35 hours per month

This is an office based role, working from our Central Lancaster office. Some hybrid working will be available depending on shifts

Responsibilities:**Ticket Management:**

- Respond promptly to incoming tickets via phone calls, emails, social media, charger platform notifications, and other channels.
- Adhere to agreed service level agreements (SLAs) for response times.

First-Line Support:

- Provide initial assistance and triage to both our customers (charge point operators) and EV drivers.
- Troubleshoot common issues and guide users toward resolution or self-service whenever possible.
- Maintain a friendly and empathetic tone in all interactions.

Issue Escalation:

- Where required, escalate complex or unresolved issues that require further investigation to the relevant teams for in-depth analysis and resolution
- Escalations may be to internal teams, or to external partners or third-parties following mandated processes

Proactive Network Monitoring:

- Continuously monitor the health of customer networks using the tools available to detect and address potential issues before they impact users.
- Collaborate with the wider Reliability team to flag up common issues that might need further investigation.

Knowledge Sharing:

- Document common solutions and best practices in the knowledge base for future reference
- Feedback and input in to the design of our Customer Experience platform to ensure the data we're collecting can be used to drive insight

Your Skills

Qualifications and Skills:

Customer-Centric Mindset:

- Prior experience in customer support is preferable but not mandatory.
- Strong communication skills and a genuine desire to assist users.

Technical Aptitude:

- Basic understanding of EV charging systems or willingness to learn.
- Comfortable navigating software platforms and troubleshooting technical issues.

Adaptability:

- Ability to work in a dynamic environment with shifting priorities.
- Willingness to learn and adapt to new tools and processes.

Resilience :

Ability to stay calm, patient and resourceful when handling challenging situations

What we offer

- A competitive salary of £14.50 per hour;
- 33 days holiday (including bank holidays);
- A workplace pension;
- A start-up environment where you'll have a voice in the business as we grow our products and services.
- Access to Health Assured Employee Services
- Company Events



Apply now:

Send your CV to
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