



Empowered to
Achieve More

Job Description

Customer Support Agent



The Role

Role Overview:

We're looking for Customer 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 role follows a "4 days on, 4 days off" rota averaging out to 44 hours per week, with weekend work. Each shift is 12 hours, including a 1-hour break.. Shifts between the hours of 06:00 – 22:00

This is an office based role, working from our Central Lancaster office.

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 £14.00 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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