



Fuuse

Onboarding **Support Agent** Job overview



Based in Lancaster, Fuuse has rapidly established itself as one of the market leaders in the EV charging software industry. Powering electric vehicle charge points Fuuse is at the heart of one of the world's biggest emerging industries by powering the electrification journey with all the environmental and societal benefits it brings. Fuuse also offers charge point and driver support services, helping our clients to keep charge points operational and commercially viable while protecting their reputation and giving drivers a better charging experience.

Working with a diverse mix of over 300 end clients including SSE, Scottish Power, Arnold Clark, Scottish Ambulance Service, Be.EV, First Bus, Suez and Veolia, Fuuse is enabling the monitoring, maintenance, payments, energy optimisation, and controlling access to their charging infrastructure, which in turn powers over 100,000 vehicles who interact with our platform every month.

Together we process enough electricity to power the whole of the UK for an hour, and this is doubling every three months and payment processing exceeds £6 million a year.

Beginning as a team of four working on an Innovate UK grant during Covid we're now 80 highly-motivated and expert staff based across the UK and Ireland. In 2023 we grew by over 300% and aim to do the same again for the next few years.

This hyper-growth has attracted significant investor interest, and we recently raised a further £6 million from existing investors YFM Equity Partners and our long-term backers Par Equity, as rapid growth continues which will power our path to profitability.

At Fuuse, we are dedicated to providing exceptional products and services that make a difference in the EV industry. As we continue to grow, we are looking for an experienced and enthusiastic Onboarding Support Agent to join our team. This individual will play a crucial role in ensuring our customers receive a seamless and high-quality experience from the point of sale through to ongoing support. We're looking for someone with a passion for customer success, who enjoys solving complex problems, and has experience working with cross-functional teams.

Please note that this is a hybrid role, and you will be required to work from one of our offices a minimum of 2–3 days per week. We have offices in Lancaster, Manchester, and London.

Key Responsibilities:

As an Onboarding Support Agent, you will be responsible for the full onboarding lifecycle, from post-sale onboarding through to initial support, ensuring a positive customer journey. Your responsibilities will include, but not limited to:

Customer Onboarding & Training:

Lead the onboarding process for new customers, ensuring smooth implementation and seamless integration of our platform.

Provide in-depth training on how to use the back office and platform features to ensure customers get maximum value from our solution.

Create and maintain helpful resources such as guides, training videos, and FAQs to aid customers in self-service.

Ongoing Customer Support:

Serve as the primary point of contact for all customer inquiries during onboarding stages, providing timely and effective support via email and phone.

Troubleshoot and resolve customer issues promptly, collaborating with internal teams as necessary to ensure the best outcome.

Be confident in handling complex and technical issues, escalating when necessary to ensure customer satisfaction.

Ensure a Positive Customer Journey:

Take ownership of the entire post-sales process, ensuring a fantastic and seamless experience for customers, from onboarding to ongoing support. Manage customer expectations effectively, ensuring they receive the best possible service and value from our platform at all stages.



Skills and Experience

Experience:

Proven experience as an Onboarding Support Agent, Customer Support Specialist, or similar role, ideally within SaaS, technology, or B2B environments.

Demonstrable experience with onboarding, training, and supporting customers.

Strong problem-solving skills and experience managing complex issues.

Skills:

Exceptional communication skills, both written and verbal, with the ability to explain concepts in a simple and understandable way.

Technical aptitude and experience working with platform tools, customer service software, and troubleshooting technical issues.

Experience with Zendesk or other CRM systems is a plus.

Proactive, self-motivated, and highly organized with a keen attention to detail.

Personal Attributes:

Customer-centric attitude, with a focus on delivering high-quality service.

A collaborative team player who can work effectively across internal teams and with external partners.

Empathetic, patient, and able to manage challenging situations calmly and professionally.

Results-driven with the ability to manage multiple priorities in a fast-paced environment.



What we offer

- A competitive salary of £25,000
- 25 days holiday
- Flexible working hours
- Hybrid working dependant on location
- A workplace pension
- Company Events
- Access to Health Assured Employee Services
- Access to Octopus EV Salary Sacrifice Scheme
- A scale-up environment where you'll have a voice in the business as we grow our products and services.

Apply now

Send your CV and a covering letter to Zara Waters, Head of People and Culture at people@fuuse.io

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