

New opportunities at Zapmap

Role Title: Customer Support Executive (6 month contract)

Reporting to: Head of Customer and Data Operations

Location: Bristol based home-working

Hours : 9 hours per week working 3 x 3 hour shifts

The Company

Zapmap is the UK's leading app and digital platform for electric vehicle (EV) drivers, enabling them to search for charge points, plan journeys, pay for charging and share insights with other drivers. Our mission is to make the EV charging experience simple, **wherever you go** and, by doing so, accelerate the transition to electric vehicles and zero-carbon mobility.

Zapmap's platform serves more than 350k monthly active users across its web and mobile products. We also provide research and insight, news and tools to support current (and prospective) EV drivers.

With over 10 years of industry experience and unique data sets, Zapmap offers a range of B2B services including promotion, content, data and market insights.

The Role

We are looking for a Customer Support Executive to join a small dedicated and enthusiastic Customer Support team to support our Zap-Map users and provide the best possible customer experience. Most customer queries come through via email, and will involve resolving queries using our triage processes, as well as collaborating with a wide range of other specialist teams. Another important area of the role is making sure certain public platforms are monitored and responded to - this includes our app reviews and our own Café within our app, where the EV community can ask questions. You may also help our Data Operations team to update charge points with all necessary information to ensure our app is displaying accurate information.

We are looking for 9 hours cover per week across 3 hour shifts on a 6 month contract which is highly likely to be extended.

Key Duties and Responsibilities

- Answer all incoming support queries within our agreed timeframes ensuring tickets are correctly tagged for reporting purposes
- Use the Zapmap app to troubleshoot queries and raise any bugs found in the appropriate way

- Liaise with a wide range of team members using our instant message tool (Slack) to seek advice from other specialist teams
- Take the necessary action to complete any account deletions ensuring requests are dealt within our permitted timeframes
- Monitor and respond to our Café users when required, and take the appropriate action on any content breaking our Terms and Conditions
- Suggest improvements to processes and help to propose new email templates to ensure we are answering customers efficiently and correctly
- When required respond to app reviews with a focus on improving our app score ratings
- If necessary assist the Data Operations team with updating any data that is required
- Any other responsibilities as required within your skillset

Information security is a priority for the business, therefore all roles have the security of data as a key responsibility. Policies and procedures pertaining to the protection and security of data are in place and should be adhered to at all times.

Key Skills and Experience

- Excellent written communication skills
- Happy dealing with customers with a genuine desire to solve their issues
- Strong attention to detail
- Quick to pick-up instructions
- Great problem solving ability
- PC literate (Microsoft Office and/or G-Suite)
- Comfortable with technology / digital tools
- Able to work remotely from home (you'll need a stable internet connection and a quiet place to work)
- Customer support experience would be a bonus - however full training will be provided
- An interest in the environment

Our offer

The EV market is growing at an extraordinary pace. Working at Zapmap means working in a dynamic and innovative organisation, where new ideas and developments need to be actioned and deployed quickly, with each day bringing new challenges. As one of the leading aggregator businesses in this space, you'll have the chance to actively contribute to a more sustainable future.

We believe that finding a candidate with the right attitude and aptitude for the role is more important than specific prior experience. So please get in contact if you feel that you would excel in this role, even if you don't tick every box on this job description. We also offer the chance for progression and have had various employees start a similar position, who have become more senior permanent full time staff once they have completed their studies.

Your package includes:

- Salary paid at £13 per hour

- 30 hours paid holiday per 6 month contract
- Life insurance

Hours of work: 9 hours per week across 3 x 3 hour shifts Monday to Friday with possible opportunities for overtime

Contract Length: 6 months initially with a strong possibility to extend

Location : this role is remote but you may be required to come into the office for initial and occasional ongoing training and therefore you must be based in Bristol or a commutable distance.

Direct applications only please to jobs@zap-map.com No CVs will be acknowledged or accepted from recruiters.