

Job Description

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Job title

Out-of-hours Customer Support (part-time)

About the job

Location:	Work from home, however all training and meetings will be in Exeter
Reports to:	Fleet Operations and Customer Services Manager (Fiona Harding)
Hours:	Minimum 1 night shift per week (weekdays 5pm to 8am) and 2 weekend shifts per month (Friday 5pm to Monday 8am)
Pay:	£20 per night shift, £100 per weekend shift; £9 per hour ("Real Living Wage") for training, meetings and exceptional workload (to be agreed with line manager retrospectively)
Contract:	Permanent after probation period
Employee Benefits:	Option to join workplace pension scheme; statutory holiday and sick pay; free membership of Co-cars and Co-bikes (excluding usage fees); travel expenses not covered

About Co-cars

Co-cars is revolutionising the way people travel in Exeter and the South West. Our network of shared electric/hybrid cars can be hired by the hour and we are proud to have pioneered the UK's first on-street electric bike hire scheme.

We operate in a dynamic and constantly changing environment where the concept of Mobility as a Service (MaaS) is fast gaining currency, supported by the growth of the sharing economy and technological innovation.

We are now entering a period of significant growth and have ambitious expansion plans as we strive to deliver shared mobility for all. Our mission is to make our towns and cities more liveable and people's lives better by reducing emissions and cutting congestion.

We are proud to be a social enterprise with an ethical approach to business that is shared by everyone in our friendly and welcoming team.

The Role

The Out-of-hours Customer Support team member is responsible for helping members with vehicle, booking and parking bay problems when the office is closed, and will work closely with and be supported the Customer Services Manager. They will be resolving routine issues autonomously and ensuring a comprehensive handover when starting and finishing a shift.

Full training for this role will be provided during a series of training and role-play sessions, as well as a period of close supervision before operating solo. The total training time is approximately 12 hours, delivered over 3 days, plus approximately 8 hours of close supervision.

We are particularly interested in hearing from people with a good background in customer service and who like learning new software.

Duties and responsibilities include:

- Maintain mobile phone and internet connectivity at all times
- Ensure good preparation and handover, allowing approximately 20 minutes at the start and 10 minutes at the end of each shift
- Provide out-of-hours point of contact for calls, texts and emails from members, and check these channels at 2-hour intervals throughout the shift (excluding 11pm to 6am)
- Coordinate, track and record responses to vehicle, parking and booking issues
- Proactively manage vehicle assets and processes to optimise customer experience
- Act as 'Lone Working Supervisor' as detailed in Co-cars' Lone Working Policy

Pay review

The pay schedule stated above takes into account that there are usually long periods of inactivity. If a customer rings, then the issue can usually be resolved within 5 to 15 minutes. The assumption is made that if all minutes of activity were to be added up and paid at "Real Living Wage", then this would equal the above pay, averaged over an entire month. As our network expands and we get busier, this schedule will be reviewed.

Person Specification

(Required)

- Good knowledge of Word, Excel, Outlook, good all-round computer skills, willingness to learn new software
- Able to multi-task and prioritise
- Able to dedicate approximately 20 minutes to preparatory work and handover at the beginning of each shift
- Able to dedicate undivided attention to the role whilst on shift
- Organised and diligent
- Good telephone manner
- Good written communication skills

(Desirable)

- Have previous experience of customer service
- Be a current user of Co-cars and familiar with the booking system

A driving licence is not required.

Application process

Interested candidates should complete Sections A & B of our online [Job Application Form](#) and send their CV to Benji Goehl benji@co-cars.co.uk using the subject line "Job Application *Your Name*".

The closing date for applications is Monday 7th January 2019. Successful applicants will be invited to attend an interview. Job offers will be conditional on receiving two satisfactory references after the interview.

If you have any questions about the role, please email benji@co-cars.co.uk