



Job title

Customer Support Specialist (full-time)

About the job

Location: Exeter-based

Reports to: Fleet and Customer Service Manager (Fiona Harding)

Hours: 40 hours per week, Monday to Friday, 8am to 4.30pm, ½ hour lunch break

Pay: £18,720 per annum

Contract: Permanent after probation period

Employee Benefits: Workplace pension, statutory holiday and sick pay, free membership of Co-cars and Co-bikes (excluding usage fees)

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 Customer Support Specialist is responsible for dealing with incoming enquiries, answering queries about customer bookings and resolving problems with bookings, customers and cars. During periods of low call volumes, they will also help support the rest of the team with a variety of tasks.

We are interested in hearing from people with a strong background in customer service who have good IT skills and the ability to learn new software. This role has potential for career progression.

Duties and responsibilities include:

- Corresponding with customers by phone, text message, social media and email about customer service issues
- Helping customers with booking and vehicle issues

- Monitoring bookings and proactively managing a positive customer experience
- Dealing with complaints and feedback
- Keeping records of all correspondence and activities
- Performing various administrative tasks in connection with accounting, marketing, reporting, club membership and fleet operations.

Person Specification

The right person for this role will:

(Required)

- Be versatile and adaptable – a quick learner
- Like working with people
- Have good organisational skills
- Be able to multitask and work under pressure
- Have good written and verbal communication skills
- Have very good IT skills (spreadsheets, databases)
- Have a good attention to detail

(Desirable)

- Be a current member of Co-cars or another car club
- Have a clean driving licence and be a confident driver

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 21st January 2019. Successful applicants will be invited to attend an interview on Tuesday 29th January 2019. 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