

Job Description

Version 2.0 issued July 2021



Job title

Customer Support Specialist (Job Share)

About the job

Location: Exeter-based

Reports to: Customer Service Manager

Hours: 37.5 hours per week

Pay: £9.50 per hour (Real Living Wage)

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 shared, zero carbon transport is rapidly gaining in popularity and is supported by fast paced technological innovation.

We are in the midst of a period of significant growth and have ambitious expansion plans as we strive to deliver zero carbon, affordable, shared mobility for all; making 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, cars and bikes. 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 license and be a confident driver

Application process

Interested candidates should send their CV to Sergio Soares sergio.soares@Co-Cars.co.uk using the subject line "Job Application Your Name".

If you have any questions about the role, please email sergio.soares@Co-Cars.co.uk