

Customer Technical Support Associate

About Lightfoot

We are Lightfoot, a high-growth technology company based just outside Exeter that is trying to make a difference worldwide, one driver at a time.

We help businesses and private motorists improve performance and safety. Our technology has been proven to reduce fuel use and emissions rates by 10-20%, and at-fault accidents and wear and tear by 40-50%. All that from a clever little gadget made in the beautiful Devon countryside. Good, eh?

Our technology is pretty smart – it connects to your vehicle’s on-board computer and uses all of the live data it produces to analyse how efficiently you are driving. It’s similar to the way they analyse performance in Formula 1. Lightfoot turns all that data into simple feedback for you – the driver – so you know when you’re pushing your vehicle too far and can bring it back to maximum efficiency.

We are a growing business and have recently taken private-equity investment from the Business Growth Fund. We’ve moved into a brand-new, state-of-the-art office near Chudleigh (which was voted Exeter’s ‘Best Workspace’) and are excited to keep growing the Lightfoot family with like-minded, passionate individuals.

Job Outline

The number of fleets we support continues to increase daily, and due to this, we are seeking Customer Technical Support Associates to join the team. We work hard to ensure our clients receive a tailored approach and pride ourselves on our close relationships with our customers: our aspiration in every instance is to become so trusted that we are viewed as an extension of their own workforce.

Working as part of a fast-paced team you will always put the customer first and will have a dynamic approach to any task – whether it’s resolving an issue, answering a query or fulfilling a request, you’ll consistently meet your customers’ needs under the direction of a Customer Support Manager.

Roles & Responsibilities

- Responsible for the Customer Technical Support requirements of between 10 and 50 fleet accounts totalling up to 5,000 and 7,000 vehicles with Lightfoot fitted
- Day to day looking after the overall ‘health’ of each fleet, Lightfoot Portal management, fleet setup changes and general support admin as the Customer Technical Support ‘go to’ contact for each account
- Fleet Health/Systems:
 - Identify and resolve technical issues using diagnostics knowledge to remotely fix issues where possible (e.g. sending SMS updates)
 - Arrange on-site Engineer visits with customers experiencing faulty Lightfoot units
- Portal Management:
 - Update driver and vehicle assignments, fleet assignments, driver login codes, driver account activations for the Lightfoot app and any other updates
 - Raising portal issues and informing customers on problems, updates and changes
- Fleet Changes:
 - Arrange the installation and removal of Lightfoot devices for vehicles coming on and off fleet as per account changes
- General Support Admin:
 - Coordinate inbound customer queries and assign ‘cases’ to colleagues through Salesforce (CRM)

- Take incoming calls on the main Customer Support phone line, from different Lightfoot users including but not limited to fleet managers, drivers, Lightfoot Engineers and anyone in between including general queries or possible new customers
- Logging calls and actioning appropriately. Building a rapport with your fleet account contacts to keep positive relationships and high Customer Satisfaction scores

Desired qualifications, skills and experience

- Strong organisational and administrative skills are **essential**
- The ability to multitask and deliver under pressure is **essential**
- First class customer relations skills are **essential**
- Excellent attention to detail and accuracy are **essential**
- Exceptional oral and written communication skills are **essential**
- Experience of Salesforce (CRM) is **desirable**
- Experience working within an automotive environment is **desirable**

Personal characteristics

- Self-motivated and highly organised
- A problem solver, able to use own initiative
- Able to prioritise and multi-task based on customer SLAs and deadlines
- Attentive to detail
- Proactive and reactive to sudden changes in workloads or inbound queries
- Ability to assimilate technical information
- Able to deal with high pressure situations
- Strong verbal and written communication (phone & email) and administrative skills
- Ability to adapt to change positively in a fast-paced environment

Salary & Benefits

- £19,000 to £21,000 depending on experience
- Membership of employee bonus scheme
- 24 days leave entitlement plus Bank Holidays (pro rata) plus your birthday off
- Health and dental support
- Your own Lightfoot and associated benefits

Location

Chudleigh, Exeter

How to apply

If you think this job is for you then why not email us, briefly summarising why you'd be great for the role and including a copy of your CV, to work@lightfoot.co.uk