



Engagement Executive

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%.

Our technology 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 performance is analysed 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're a fun-loving bunch who are growing at an astonishing rate. We've moved into a brand-new, state-of-the-art office near Exeter and are excited to keep growing the Lightfoot family with like-minded, passionate individuals.

Following the investment of Volpi Capital (a prestigious PE firm) there are plans to convert further white space in the UK and reach international smart mobility markets, shifts towards a more recurring commercial model, as well as serve the increasing number of EV fleets.

Please see the following links:

<https://www.lightfoot.co.uk/>

<https://www.volpicapital.com/portfolio/lightfoot>

Job Outline

As an Engagement Executive, you will work closely with our Engagement Managers to help deliver the very best User Experience 'UX' for our product end-users.

Weekly activities will involve user support, monitoring of engagement levels across our products, and collaborating with the wider Growth team on exciting Engagement projects.

This role suits someone with a passion for problem-solving, a love of teamwork, and an ambitious individual who wants to make their mark in an exciting, innovative company with a growing product range.

Responsibilities

- Effectively assist with and resolve customer enquiries within the Engagement support queue
- Provide support and guidance to drivers and app users via email, phone and social media
- Provide administrative support in monitoring reviews on multiple platforms (e.g., Apple App Store, Android Google Play Store, Trustpilot and others yet to be identified)
- Compose thoughtful, personalised responses to drivers, app users and prospective customers across multiple communication channels
- Spot trends in customer requests and issues to flag to the wider Engagement and Lightfoot team
- Process and monitor the rewards platform on a weekly/monthly basis
- Regular and up to date monitoring of the engagement levels of all fleets in-line with KPIs
- Assisting the Engagement team as required with a range of admin tasks
- Work with the rest of the Growth team to ensure drivers, managers and app users receive a consistent communication style and tone of voice
- Contribute to the continued development of the offerings to app users as well as the development of the company

- Update and monitor the driver and app user support site, FAQs, how-to guides etc

Desired qualifications, skills and experience

- Excellent communication skills and telephone manner are **essential**
- Computer literacy skills to be able to support our customers as effectively as possible is **essential**
- Prior experience working in a customer-focused role is **essential**

Personal characteristics

- You will support and represent our core values: To Care, To Deliver, To Innovate
- Enthusiastic and hard working
- Comfortable working in fast-paced environment
- Proactive and able to manage own time
- Confident and able to talk to customers over the phone and by email
- Able to communicate confidently with all levels of staff within the business
- Personable and outgoing, with a good sense of humour
- Enthusiasm and interest in digital products (e.g., mobile applications, web-portals)

Salary & Benefits

- £20,000 - £22,000 depending on experience
- Outstanding quality of life working at Winslade Park
- 24 days leave entitlement plus Bank Holidays
- Hybrid working
- Free onsite parking
- Extra day off for your birthday (this can be taken 2 weeks either side of your actual birthday)
- Christmas closure – closed from Christmas eve at 5pm until the first working day in January (3 days leave is taken from holiday allowance)
- Holiday buy back scheme – The chance to buy back up to an extra week's holiday, the cost of this is spread out over the 12-month period so not to lose a week's pay in one month
- Company pension
- Employee Annual bonus scheme
- Health plan & Dental plan (available once your probation period is completed)
- A Lightfoot device for all employees
- Casual dress
- Company social events
- Company sick pay

Location

- There is the opportunity for Hybrid working (office & home working). Office space based on the outskirts of 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