

Engagement Fleet Assistant



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’re a fun-loving bunch who are growing at an astonishing rate. Our headcount has more than doubled in 2018 and there’s no sign of it letting up in the future. 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 Lightfoot Engagement department is responsible for the happiness of our drivers. They are responsible for everyday support and advice, communicating new features and updates, solving issues, recommending new developments to the engineering team based on driver feedback and incentivising good driving by providing prizes and rewards.

The Engagement Fleet Assistant will be responsible for implementing and coordinating driver engagement for all trials, newly implemented companies and current customers. This role will involve liaising with all departments in the company, especially the Sales and Account Management teams. You will also be required to directly engage with fleet drivers and managers to ensure they are getting the best out of Lightfoot.

The Engagement Fleet Assistant will have a commitment to continuous improvement and passionate about delivering high quality work within a fast-paced but highly exciting environment.

Roles & Responsibilities

- Ensure drivers who are trialling Lightfoot understand how it works and are kept up to date with all that Lightfoot can personally offer them.
- Work with the Sales and Implementation team to ensure successful implementation of Lightfoot with new customers
- Regular and up to date monitoring of the engagement levels of all fleets
- Implement new measures to increase engagement with those fleets who would benefit.
- Ensure all drivers receive access to Driver Perks and understand all the benefits available to them
- Assisting the Engagement Manager as required
- Work with the rest of the Engagement team to ensure drivers/managers receive a consistent message

- Contribute to the continued development of the offerings to drivers as well as the development of the company



Desired qualifications, skills and experience

- Excellent communication skills and telephone manner are **essential**
- Excellent organisation skills are **essential**
- Computer literacy skills are **essential**
- Prior experience working in a customer-focused role is **desirable**
- Knowledge of Salesforce CRM is **desirable**

Personal characteristics

- 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

Salary & Benefits

- £17,000 - £18,000 depending on experience
- Membership of employee bonus scheme
- Outstanding quality of life
- 24 days leave entitlement plus Bank Holidays
- 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 and your salary expectations, to work@lightfoot.co.uk