



Servicing Scheduler

About Lightfoot

Lightfoot is a high-growth technology company based just outside Exeter. Lightfoot has been described as ‘the Fitbit for cars’ and is an award-winning, government-supported technology that plugs into the vehicle and helps drivers find their engine’s sweet spot.

Lightfoot rewards drivers who achieve ‘Elite Driver’ standard with a wide range of prizes, discounts and other benefits; from cheaper car insurance to a year’s supply of pies...

Lightfoot drivers are up to 20% more fuel efficient than your average driver and have 40% fewer accidents, so we are making our roads safer, our environment cleaner and our motoring less expensive. Lightfoot has been disrupting the fleet sector since 2014 with its all-new approach and has customers including Virgin Media, Boots and Alliance Healthcare, Dyno Rod, South West Water and many more.

This year Lightfoot is also launching to the consumer market so that every driver can be rewarded for better driving.

The Lightfoot team has grown from 25 to 60 in the last 9 months alone. We are based from our new state of the art facility near Chudleigh where you will find a fast paced environment and a dedicated team driven to making driving fun, social and rewarding.

Job Outline

As Lightfoot continues to grow, so does the number of fleets we support. Adding to this is our move in to the consumer market, rising our overall customer base. To support these customers, we’re looking for an additional Servicing Scheduler to join the team, responsible for booking service calls, visits and carry out remote fixes where possible in order to keep our customers happy.

If you are bright, dynamic, enthusiastic and like being challenged on a daily basis but also want to enjoy your day working in a lively & vibrant atmosphere with a great team, then this job is for you!!

Previous experience in a service environment (although we are **not** a call centre!) would be an advantage but the most important qualifications you can have are a positive can do attitude and a desire to achieve. If all this sounds familiar then you could be just the person we are looking for!!

Role and Responsibilities

- Lead on booking service calls with customers experiencing faulty Lightfoot systems
- Working closely with our Account Management team to identify issues and proactively seek to resolve them



- Identify system issues and fix remotely (e.g. SMS updates) where possible
- Work with our 3rd party fitting partners to arrange service calls
- Liaise with customers on both phone and e-mail correspondence and logging all communication via our CRM system.
- Work closely with Customer Support Associates within the team on general support queries
- Identify and report fixes, trends and progress reports
- Calls to customers after work has been carried out to confirm outcome and gain customer feedback

Desired qualifications, skills and experience

- Experience of managing customers by telephone and email is **essential**
- Outstanding customer service skills are **essential**
- Ability to multi-task across and meet deadlines is **essential**
- Exceptional oral and written communication skills is **essential**
- Experience of Salesforce (CRM) software is **desirable**
- Experience working within an automotive environment is **desirable**

Personal characteristics

- Proactively minded
- Focused on attention to detail
- A problem solver, able to use own initiative
- Able to assimilate technical information
- Outgoing with a sense of humour

Salary & Benefits

- £18,000 to £20,000 DOE
- Membership of employee bonus scheme
- Outstanding quality of life
- 24 days leave entitlement plus Bank Holidays
- Childcare voucher scheme
- Your own Lightfoot device 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, including a copy of your CV and salary expectations to work@lightfoot.co.uk