



**Fuuse**

Empowered to  
**Achieve More**

## **Job Description**

Customer Support Agent

£27k-£30k



# About Us

Based in Lancaster, Fuuse has rapidly established itself as one of the market leaders in the EV charging software industry. Powering electric vehicle charge points Fuuse is at the heart of one of the world's biggest emerging industries by powering the electrification journey with all the environmental and societal benefits it brings.

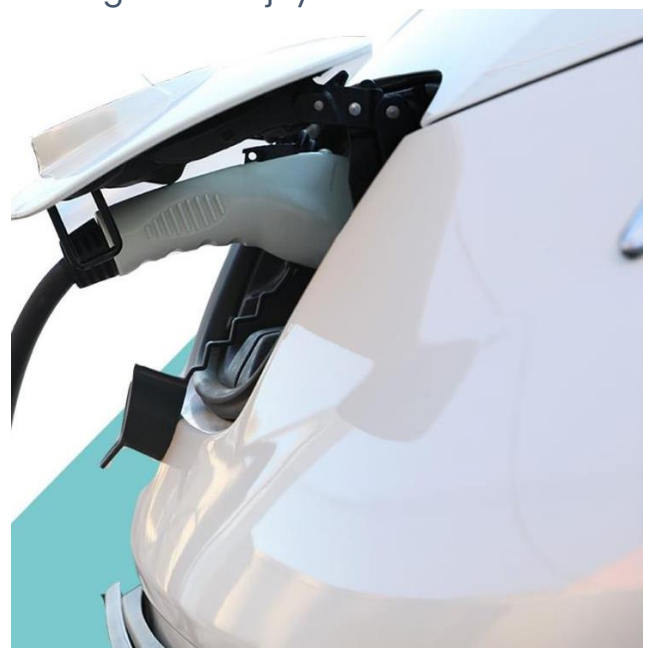
Working with a diverse mix of over 300 end clients including SSE, Scottish Power, Arnold Clark, BCA, Bentley, Toyota, Suez and Veolia, Fuuse is enabling the monitoring, maintenance, payments, energy optimisation, and controlling access to their charging infrastructure, which in turn powers over 100,000 vehicles who interact with our platform every month.

Together we process enough electricity to power the whole of the UK for an hour, and this is doubling every three months and payment processing exceeds £6 million a year.

Beginning as a team of four working on an Innovate UK grant during Covid we're now 65 highly-motivated and expert staff based across the UK and Ireland. In 2023 we grew by over 300% and aim to do the same again for the next few years.

This hyper-growth has attracted significant investor interest, and we recently closed a Series A round raising £8.7 million from YFM Equity Partners and our long-term backers Par Equity, which will power our path to profitability.

Our exciting journey comes with its challenges and its rewards. Every member of our team has share options and everyone can benefit from a rapidly changing workplace where opportunity, challenge and enjoyment are there at every turn.



# The Role



We're looking for Customer Support Agents to join our new Reliability team. You'll play a crucial role in maintaining the operational excellence of our EV charging networks by providing first-line support across various channels, ensuring prompt and effective resolution of issues. This role bridges the gap between our B2B customers and B2C drivers, contributing to a positive, reliable charging experience for all.

## **Responsibilities:**

### **Ticket Management:**

- Respond promptly to incoming tickets via phone calls, emails, social media, charger platform notifications, and other channels.
- Adhere to agreed service level agreements (SLAs) for response times.

### **First-Line Support:**

- Provide initial assistance and triage to both our customers (charge point operators) and EV drivers.
- Troubleshoot common issues and guide users toward resolution or self-service whenever possible.
- Maintain a friendly and empathetic tone in all interactions.

### **Issue Escalation:**

- Where required, escalate complex or unresolved issues that require further investigation to the relevant teams for in-depth analysis and resolution
- Escalations may be to internal teams, or to external partners or third-parties following mandated processes

### **Proactive Network Monitoring:**

- Continuously monitor the health of customer networks using the tools available to detect and address potential issues before they impact users.
- Collaborate with the wider Reliability team to flag up common issues that might need further investigation.

### **Knowledge Sharing:**

- Document common solutions and best practices in the knowledge base for future reference

# Your Skills

## **Qualifications and Skills:**

### **Knowledge Sharing:**

- Document common solutions and best practices in the knowledge base for future reference

### **Technical Aptitude:**

- Basic understanding of EV charging systems or willingness to learn.
- Comfortable navigating software platforms and troubleshooting technical issues.

### **Adaptability:**

- Ability to work in a dynamic environment with shifting priorities.
- Willingness to learn and adapt to new tools and processes.

### **Shift-Based Availability:**

- The role follows a "4 days on, 4 days off" rota averaging out to 44 hours per week. Weekend work
- Each shift is 12 hours, including a 1-hour break.
- This is an office based role, working from our Lancaster office.



# What we offer

- A competitive salary depending on experience
- 25 days holiday
- A workplace pension
- Access to Health Assured Employee Services
- Financial Wellbeing Webinars
- A scale up environment where you'll have a voice in the business as we grow our products and services.

## Why Join Fuuse:

### eMobility Sector Exposure:

- This role offers an exciting opportunity to break into the eMobility sector.
- Contribute to the growth of sustainable transportation.

### Training and Development:

- Full training will be provided, ensuring you're well-equipped for success.
- Learn about EV technology and industry trends.

### Collaborative Environment:

- Work closely with cross-functional teams to solve real-world challenges.
- Be part of a supportive and passionate community.

**Apply now:**

Send your CV to  
[people@fuuse.io](mailto:people@fuuse.io)

## Fuuse

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