

MAEVING

Customer Service & Planning Specialist

We're looking for an enthusiastic, engaging and pro-active Customer Service & Planning Specialist to join our growing team. You will work directly with the Head of Delivery & After sales and be a core part of the team.

The role's main focus is being the first line for all customer queries, planning technicians servicing and repair workloads to meet customer needs and administering registrations, sales and service invoices on Business Central. You should have the desire to treat all customers as VIPs, providing outstanding customer experiences at all opportunities.

This is a stretch role and an opportunity to join an innovative start-up, where you'll be able to see the impact of your work daily.

About the Company

Maeving is a new British electric motorcycle manufacturer. Everything, from the design to the Direct-to-Consumer business model, represents a significant disruption in what is already an exciting emerging sector. Based in Coventry, the heartland of British motorcycle heritage, our small and dynamic team boasts the brains behind some of the most iconic motorcycles of the last 25 years.

Responsibilities

- Managing daily customer communications: email responses, phone calls.
- Planning Technicians servicing and repair workloads within our HQ workshop
- Using Delivery Management Software to plan Delivery, Service and Repair work on the road
- Registering customer motorcycles on the DVLA RAV Portal.
- Registering motorcycle trackers for customers
- Working with other departments to help the rest of the business understand the challenges our customers face, so we can improve our products and services (providing customer service feedback to the business).
- Looking for ways to improve the Customer Service department, including anticipating wider customer challenges and proactively solving issues.

Experience/Qualifications (preferred but not required, so please still apply if you believe you have what it takes)

- 2+ Years work experience in customer service and/or planning roles
- Candidate should be able to demonstrate a level of mechanical/electrical understanding
- Excellent computer and technical skills, experience using MS and an ERP system is preferred.
- Experience with a customer service platform
- Industry experience is a bonus (automotive, EV, or similar).
- Experience with CRM (for example HubSpot) managing customer tickets from report to closure
- Experience creating quotations or processing warranty parts for service orders.
- Ability to plan technician workloads
- Competent with data Input with a high level of attention to detail

Qualities

- Proactive, enthusiastic and organised
- Highly proficient in spoken and written English
- Attentive to detail in language use
- Ability to explain concepts and processes clearly and concisely
- Empathetic and friendly
- Comfortable on the phone
- Eager to grow with the company and learn new skills
- Interested in the automotive industry and technology
- Determined to leave the world better than you found it
- Understanding the tone of the brand and representing it accurately in communication with customers

Benefits

- Stock options
- Discounted Maeving purchase

MAEVING

- Opportunity to fast track your skills, working in a small team where your impact will be felt and recognised.

This will be the best job you ever had.

If you're someone who wants to get on the ground floor of a British EV manufacturer with strong growth prospects, if you're energetic, good with people and willing to work hard, if you're ready to put in the hours and progress quickly, this role is for you. We're a motivated, dynamic, fast-moving team with a flat structure: everyone speaks to everyone, and we all treat each other with respect.

Please email your CV with a brief covering statement about yourself to gareth.jones@maeving.com