

WE'RE HIRING · CUSTOMER & DATA OPERATIONS

Customer Support Executive

Be the person who puts things right for EV drivers — friendly, part-time remote work with full training. No previous experience needed.

Part-time (9 hours per week with overtime possibilities) | 6 month contract with likely extensions | Remote / Bristol | Full training provided | No experience needed

THE OPPORTUNITY

Great with people and after a role with real purpose? We hire for attitude, service ability and we train you fully.

Zapmap is the UK's leading platform for electric vehicle drivers, helping people charge with confidence. When a driver has a question about our app or a problem such as a payment that won't go through, you're the person who sorts it, protecting their confidence in Zapmap and their switch to electric. The work is online, flexible and mostly working from home, with full training to get you up to speed.

WHAT YOU'LL DO

- Resolve customer queries — mostly by email — accurately and on time.
- Monitor and reply on our app reviews and our in-app Café.
- Liaise with other teams using Slack to solve customer issues and flag bugs.
- Help keep the app's data accurate — and keep customer data safe.

IS THIS YOU?

- A clear, professional written communicator.
- Genuinely enjoy helping people and solving their problems.
- Excellent attention to detail and able to learn and adapt to change and our customer needs.

- A logical problem-solver who knows when to ask for help.
- Confident with everyday tech and digital tools.
- Customer-support experience and/or an interest in the environment is a bonus.

WHY YOU'LL LIKE IT

Full training, start confident We teach you everything you need — attitude matters more than experience.	Flexible & remote Part-time hours, working from home.
Purpose you can feel Help real drivers and support the switch to electric every day.	Great for your CV Hands-on customer experience in a friendly, purpose-driven scale-up.

BENEFITS

- 25 days' holiday plus bank holidays (pro rata based on hours)
- Your birthday off; a length-of-service benefit
- Digital wellbeing app and Employee Assistance Programme (EAP)
- Life insurance as a discretionary benefit

THE DETAILS

Hours	Part-time - 9 hours per week over 3 shifts (9am-12pm or 2pm-5pm)
Contract	Initial 6 month contract with likely extensions and the possibility to become a permanent staff member at Zapmap
Training	Full training provided
Location	Remote / Bristol — possible occasional office for training

Reports to	Head of Customer & Data Operations
Pay	£13.65 hour

Ready to apply?

Send your CV and a short cover note telling us why you'd love this role to
jobs@zapmap.com

Closing date: **14th September 2026** at 5pm. We only accept direct applications for this role —
CVs from recruitment agencies won't be considered.

As an equal opportunity employer, we do not discriminate on the basis of any protected attribute. We're committed to equal opportunities, an inclusive work environment, and fairness for all.