



# WE ARE HIRING!



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## MOBILE CUSTOMER SERVICE & VEHICLE REPAIR PROVIDER (ZAPPER)

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Role title Agent

Mobile Customer Service & Vehicle Repair Provider (Zapper)

What you will do

This is a key role for our UK operations, reporting to the Head of Aftersales, you will help to develop our “direct to customer” model. You will carry out the PDI, delivery and handover of new customer bikes, scheduled maintenance & repairs utilising our Bicester workshop and mobile support vehicles, spare parts inventory management and direct customer relations.

This is a broad & dynamic role where the successful candidate will be instrumental in supporting the growth of Zapp EV.

This position will be based out of our Bicester Experience Centre, and mobile by nature, dependant on customer location.

Your responsibilities will include (but not limited to)

- Providing on-site & workshop-based repair, maintenance & diagnostic services for Zapp motorcycles, ensuring that all work is performed to a high standard of quality and safety.
- Communicating with customers regarding their vehicle; including appointment booking, repair progress and invoicing.
- Keep detailed records of all maintenance performed, including parts used, labour hours, and customer information.
- Managing inventory of parts and tools.
- Marketing and promoting services to attract new customers.
- Managing and reporting financials.
- Maintain a clean and organized mobile workshop, ensuring that all tools, equipment, and supplies are properly maintained and readily available.
- Assist the Zapp aftersales team with the development of the Zapper concept throughout the UK.

Who you are?

This is a unique opportunity for an experienced technician with a passion for motorcycles, looking to expand your knowledge and experience in the wider aftersales arena. You are autonomous and able to manage your time and priorities to ensure best-in-class customer service.

We search for a positive attitude, high energy, and a dynamic approach to projects & tasks. As a growth business our people will be open to flexible working schedules and have a hunger to expand and develop their own knowledge & experience beyond their immediate specialism.

The profile we are looking for

- Accredited NVQ level 3 light vehicle technician or equivalent motorcycle repair experience.
- Holding an industry recognised high voltage technical accreditation is advantageous.
- A valid driving license and a clean driving record.
- Outstanding communication skills to effectively interact with customers and explain product & technical information in a clear and understandable manner.
- Ability to work independently and manage time effectively.
- Willingness to travel to customer locations within the UK and work flexible hours.
- An interest in aftersales business management, financials and growth initiatives.
- Open to a broad set of tasks in support of Zapp Aftersales activities.

At Zapp EV, you will be part of a cross-functional and international team, with English as a primary language for written and spoken communication.

If you are a passionate motorcycle enthusiast with a knack for problem-solving and enjoy working in a customer-oriented environment, we would love to hear from you.

What we offer

- Competitive salary.
- Private healthcare.
- Contributory pension scheme.
- A rare and exciting opportunity to be a crucial part of Zapp EV Ltd.'s expansion.
- A platform for personal development.
- Flexible/remote working in line with our customer's needs.