



We're hiring

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Account Manager

- Customer Experience team
- Full time
- Hybrid (Leeds/London)

About us

Zest is one of the UK's fastest-growing electric vehicle (EV) charge point operators, with a mission to make EV adoption accessible to everyone. By joining our team, you'll drive transport decarbonisation, support the UK's net zero goals and help improve air quality.

As a B Corporation, we're committed to making a positive difference for people and the planet, while also driving sustainable growth. This ethos is reflected in our company values, which guide everything we do:

People first

Our infrastructure is designed to **serve communities**. We're committed to developing charging solutions that people need today and in the future.

Social equity

As nearly 40% of UK drivers don't have a driveway, **we're making EV adoption a realistic option** for those **without home charge points** by providing publicly accessible infrastructure.

Doing it right

Beyond delivering low carbon infrastructure, **we're undergoing carbon literacy training**, regular carbon audits and carbon offsetting to ensure we meet our **2040 net zero targets**.

About the role

Account Manager

- **Customer experience team**
- **Full-time**
- **Hybrid (Leeds/London)**

The Account Manager will work within the Customer Experience Team, managing Zest's business customers both pre and post sales, to ensure high customer satisfaction and ensure all contractual elements and on-going queries are well documented and effectively managed.

The Account Manager will have overall responsibility for end-to-end Account Management, developing trusted relationships, and proactively managing their workload.

You will play a vital role in maintaining client satisfaction, driving revenue growth, and fostering long term partnerships.

Responsibilities

- Develop and nurture strong, long-lasting relationships with customers and wider stakeholders
- Act as a main point of contact for dedicated accounts; reacting to inbound queries and documenting/managing them through to completion
- Proactively managing the customer accounts in line with contractual obligations including KPIs, finance tracking, project delivery timeliness and any other contractual commitments
- Scheduling and facilitating customer meetings with well-prepared status reports/ presentations, including performance data, and Zest and wider EV market updates
- Monitoring charger performance and progress using data, and feedback into various teams for improvements
- Working closely with Project Managers at various hand over points during the projects, and recognise opportunities to enhance delivery, engaging with Marketing and other teams
- Proactively seek opportunities for growth, including planning and attending events to enhance customer relationships and wider opportunities for Zest

Knowledge & skills

- 3+ years of experience as an Account Manager, Customer Relationship Manager or in a similar role.

Qualifications

- Experience working in a similar role or environment.
- Ideally educated to degree level (or equivalent)

Meet the team

Customer experience



Mark Elliot
Customer Experience Director

Mark is the CX Director at Zest, where he leads initiatives to enhance customer experiences and drive satisfaction. Outside of his professional role, Mark is a dedicated local Parish councillor, actively contributing to his community. In his free time, he loves immersing himself in live music, savouring great food, and exploring new places in his camper van, with wife Lisa and cockerpoo Winnie.

Lucy Durkin
Head of Customer Success

With 12-years' experience in securing and managing both public and private sector contracts, Lucy leads and mentors the Zest Account Management team to maintain client satisfaction, drive revenue growth, and foster long-term partnerships. Lucy is a mum of 2 toddlers and loves spending time outside with her family and friends.



Julie Davies
Customer Experience Manager

As a Customer Experience Manager, Julie oversees the customer service department, addressing customer queries related to vehicle charging and resolving any issues users may encounter. Outside of work, she enjoys spending quality time with her family. One of their favourite activities is taking long country walks with their Labrador, enjoying the fresh air and scenery.



Why Zest

Be part of something that matters:

Join an industry that's driving real change. If you're looking for a career with purpose and impact, we'd love to have you on our team.

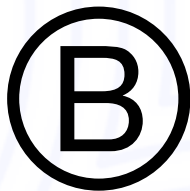
Thrive in a great team culture:

Recognised as a certified Great Place to Work, we've built a supportive, collaborative environment where contributions are celebrated, and our team are empowered to grow.

Our benefits

- Hybrid working - we have no set office days, so you can work flexibly
- 25 days annual leave increasing to 27 days after 2 years' service
- Enhanced family leave and pay
- Employee Assistance Programme
- Health and wellbeing benefit
- Paid dependants and carers leave
- Enhanced parental and bereavement leave
- Eye care

Certified



Corporation



We are a
Living Wage
Employer

What's next?

If you're interested in joining the team,
apply for a role at zest.uk.com/careers.

Or alternatively, send your
CV to careers@zest.uk.com

ZEST



careers@zest.uk.com

zest.uk.com/careers

0333 577 6760

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