



# We're hiring

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## Customer Experience Coordinator

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



# 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

## Customer Experience Coordinator

- **Customer Experience team**
- **Full-time**
- **Hybrid (Leeds)**

TAs a Customer Experience Coordinator, you will provide high-quality administrative, coordination and reporting support across the Customer Experience (CX) function—spanning Account Management, Customer Service and Social Value. Ensuring that partners, councils and landowners experience consistent, reliable service and our commitments are delivered on time, every time.

# Responsibilities

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- Account Management Support including maintaining systems, preparing customer reports and tracking to closure.
- Coordinate diaries, agendas, and minutes for customer review meetings ensuring follow up actions are taken.
- Customer Service Coordination Support including assistance with inbound queries and support with escalation and incident updates.
- Support the Social Value Manager with data capture, reporting and evidence packs for contracts. Also maintain forms and Social Value trackers and draft case studies and shout-outs for interval/external comms.
- Overall team operations and continuous improvement including secretariat duties for team meetings and identifying small process improvements.

# Knowledge & skills

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- Proven experience in administrative coordination, diary management, minute-taking and action tracking in a fast-paced environment.
- Strong Excel skills
- Stakeholder management and prioritisation skills

# Essential qualifications

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- Degree is preferred but not essential



# Meet the team

## Customer experience



**Mark Elliott**  
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.

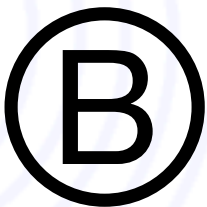
## Thrive in a great team culture:

Recognised as outstanding by Best Companies, 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





# What's next?

If you're interested in joining the team,  
apply for a role at [zest.uk.com/careers](https://zest.uk.com/careers).

Or alternatively, send your  
CV to [careers@zest.uk.com](mailto:careers@zest.uk.com)



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[careers@zest.uk.com](mailto:careers@zest.uk.com)

[zest.uk.com/careers](https://zest.uk.com/careers)

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