



JOB DESCRIPTION & COMPETENCIES

EMPLOYEE NAME	TBC
POSITION DESCRIPTION	Customer Support Associate
OPERATIONAL AREA	Customer Support

Designed, engineered, and manufactured in the UK, Indra offers the best smart charging products on the market using pioneering, patented technology. With industry leading reliability, Indra's high-quality, high-performance EV smart chargers are easy to install and operate; and are already in use in thousands of home and commercial locations worldwide. Its products are not only smart for customers, but also deliver maximum results for the grid and minimum impact on the environment.

Indra was founded in 2013 on a mission to create the smartest way to power EVs (electric vehicles). With its design, R&D, engineering, and manufacturing operations based in Malvern, this British company has fast become a leading EV and smart energy technology business. It is creating tomorrow's sustainable energy ecosystem today through the use of pioneering technology that integrates the car, the home and the grid.

Indra has designed a range of innovative EV chargers that offer more convenient, reliable, cheaper and sustainable EV charging capability. The company has also developed the first viable bi-directional V2G (vehicle to grid) charger which allows power to flow both ways, enabling users to control the flow of energy to where it's most needed. This revolutionary technology means customers are able to access energy when needed and at its cheapest and most sustainable, and it also assists the grid in balancing energy load and demand.

By working with carefully selected professional installer networks, Indra's high-quality, high-performance products are easy to install and operate; and are already in use in thousands of home and commercial locations worldwide.

Benefits available to Indra's employees include:

- 5% matched Pension
- 25 days annual holiday allowance in addition to bank holidays
- 1 day annual volunteering leave
- Quarterly Team Building events
- Social events
- Wellbeing, Health & Safety and Green Forums
- Employee referral reward scheme
- Long service reward scheme
- Discretionary bonus
- Benefits Platform (includes cycle2work scheme, retail discounts, eye test voucher, employee assistance programme, health cash plan etc)*

01684 770 631

hello@indra.co.uk

www.indra.co.uk

Unit 1, Sentinel House, Sparrowhawk Close,
Enigma Business Park, Malvern,
Worcestershire, WR14 1GL



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- Monthly wellbeing allowance*
- Enhanced Maternity/Paternity pay
- Mental Health First Aiders
- Company Car scheme*

**Available to employees who have completed their successful probation period.*

The company reserves the right to change these benefits at any time.

KEY RESPONSIBILITIES

Are you energetic, well organised and self-motivated? We are looking for a Customer Service Administrator to support the business.

Responsibilities:

- Respond to incoming support calls with a professional phone manner
- Responsible for providing effective and personable support to our key business customers:
- Attending daily customer stand-up meetings, handling support inquiries our customers may have or referring technical questions to the appropriate departments
- Raising, triaging and responding to internal Customer Support tickets
- Responsible for documenting reverse logistics, striving for quality improvements with our logistics partners
- Cataloguing Quality Control failures through our Production department
- Assisting in administration of Production rework tickets
- Implementation and management of appropriate customer support procedures:
- Assisting expansion of the helpdesk
- Analysis and audit of quality performance, trends and responses
- Establish a regular set of periodic reports to satisfy the requirements of the Customer Service Manager and Management Team, feeding back into quality and process improvements

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KEY COMPETENCIES

ROLE SPECIFIC COMPETENCIES

Essential Skills:

- Ability to assimilate information quickly, identify issues / trends, problem solve and present conclusions clearly
- Clear and succinct written and verbal communication skills
- Proficient in the use of MS Office, particularly Excel and Word
- Strong organisational, time management and workload prioritisation skills
- Works well within a team environment (with support from wider business functions) but also capable of working without supervision
- Comfortable working in a fast-paced office environment whilst retaining attention to detail
- A proven track record of working to tight deadlines

Desirable Skills:

- Previous experience in a customer service or administrative role is advantageous
- Proficient organisational skills and an analytical approach to solution-based results
- Understanding of manufacturing operations and electronic engineering
- Experience with JIRA (or similar issue & project tracking software)
- Working within an ISO 9001 Quality Management System

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