

Fleet Operations Specialist

Moixa is a high growth venture and energy industry innovator which has established itself as the UK's leading residential smart battery storage company.

Moixa invents, manufactures and distributes smart energy technology including the Moixa Smart Battery range and Moixa GridShare - the battery asset management software platform that enables end customers to maximise the usage of renewable energy and unlock mass adoption of EV technology.

The Moixa Smart Battery has already been installed in a thousand sites throughout the UK in private customer, social housing and small business environments. Moixa systems have been involved in numerous projects for Government, British Gas, Scottish Power, Good Energy and many others.

The Moixa team is growing fast and we are looking for a Fleet Operations Executive to work alongside the Head of Fleet Operations and the rest of our passionate team in London and Manchester.

The position is London based, but may require travel to Manchester from time to time.

Responsibilities:

- Schedule and book end-to-end installations with customers and installers
- Manage customer journey post-sales, pre-installation success
- Create and manage DNO applications process
- Support other functions in Fleet Operations when required
- Review and sign-off technical- and self- surveys
- Commission new installations
- Ensure all installation paperwork completed accurately and on time.
- Provide accurate / considered monthly forecasting on upcoming installations
- Provide weekly updates on key issues and installations for week ahead
- Engage with Head of Fleet Operations to accurately predict jobs vs capacity and ensure most effective use of resources
- Practice the "Continuous Improvement" of Fleet Operations, highlighting areas for attention and managing effective process changes
- Ensure 100% success rate for daily operations
- Provide 2nd line support for customer queries
- Project support for large scale projects

Key skills (competencies):

- Ability to make decisions and initiate action
- Ability to achieve personal work goals and objectives to time, cost and quality
- Ability to work with a diverse range of stakeholders across the business and externally
- Ability to deliver results and meet customer expectations in a high pressure environment
- Ability to persuade and influence people internally and externally
- Ability to analyse complex data and synthesize into an actionable plan
- Ability to plan and organise work to meet time, cost and quality requirements
- Ability to follow agreed processes and procedures

Relevant experience:

- Experience with Salesforce and / or Field Service Lightning or similar CRM
- Experience of booking and scheduling installations
- Experience of engaging and managing sub-contractors effectively
- Experience dealing with end customers
- Experience working for an electrical services company
- Knowledge and experience of clean technologies such as solar PV, EV chargers and / or smart batteries

Duration: Permanent. Three month probationary period.

Location: Moixa Head Office, 29-31 Saffron Hill, London, EC1N 8FH

Salary: £25k+ dependent on experience