



## **Mobility In Motion Customer Experience Advisor**

**Location:** Alfreton Office

**Salary:** Competitive, DOE

**Contract:** Full time, Permanent

**Benefits:** 23 days holiday, Auto enrol pension scheme, Life insurance cover, Profit Related Pay, Free on-site car park, Employee Assistance Programme, Full Training provided

### **We are Mobility In Motion and we are recruiting!**

You've probably not heard of us, however, don't let that put you off, we operate in a niche market and while you don't know us now, one day as you inevitably get older you may come to rely on one of the products we produce.

Saying that we are a business that has doubled in size again and again over the last few years.

We operate in a growth market and are the market leaders our area of expertise.

### **What do we do?**

We offer a full range of mobility products directly to customers who need these to maintain their mobility and independence.

Our products are genuinely liberating and transformative.

Due to continued business growth, we have requirement for a Customer Experience Advisor to join the Sales and Marketing Team here in Alfreton!

### **The Role**

- Take In-bound enquiries from all sources
- Advise the customer on products and services that would best suit their needs
- Maintain a good relationship with the existing customers as well as developing the existing enquiries and promoting new business
- Be cross-trained across all areas of the sales function and maintain an excellent level of product knowledge through self-study and supported development
- Ensure all customers are advised considerably through the decision-making process
- Update the database/CRM with customer records
- Contact potential customers to arrange appointments
- Resolve any sales related issues with customers
- Provide basic technical assistance to customers calling in with enquiries



**There is no cold calling required for this position, it is a mix of inbound call handling and outbound call follow-ups!**

You have the opportunity to see your customer through the whole process. We only contact customers who have contacted us. Your job is to considerately help them through the decision-making process.

### **The Ideal Candidate:**

We are looking for a Customer Service professional with effective questioning and listening skills, who can help customers in a positive and friendly manner.

We are looking for you to provide excellent customer service, building trust and help people through the three phases of the decision-making process; enquiry, needs assessment and fitting.

In addition to this it would be great if you had:

- An excellent telephone manner
- A genuine passion for helping people
- Confidence using Microsoft Excel, Word, internet & email
- The ability to work to agreed process & procedures to deliver daily KPI's
- Consistency and a positive attitude to your working day
- Call centre, customer service or sales experience is an advantage but more importantly your attitude

In-depth training will give you all the product knowledge you need to excel in this role.

We work with disabled and elderly people and want people who can demonstrate empathy and help people with proper recommendations and great service, not those that smash sales targets at any cost.

You will be joining a family-owned business which is expanding rapidly in the UK and internationally. There is a positive, friendly and encouraging family culture across the business.

If you're looking for a job where you can genuinely go home at the end of the day saying that you've made a positive difference to someone's life, then let's have a conversation.