

## **Customer Service Specialist**

**Location:** Alfreton, DE55 7RG

**Salary:** Competitive basic salary plus bonus opportunities (DOE)

**Contract:** Full-time | Permanent

**Benefits:** 23 days holiday plus bank holidays, Auto-enrolment pension scheme, Life insurance cover, Profit Related Pay, Free on-site parking, Employee Assistance Programme, Holiday purchase scheme and Car purchase scheme, Full training provided.

### **Help Change People's Lives Through Better Mobility**

At Mobility in Motion (MiM), we believe everyone deserves the freedom and independence that accessible travel provides.

As a family-owned business with a growing UK and international presence, we specialise in innovative vehicle adaptations and mobility solutions that genuinely improve everyday life. Our culture is friendly, supportive and collaborative, with a real focus on helping both our customers and our employees thrive.

We are now looking for a compassionate and customer-focused Customer Service Specialist to join our Commercial Team in Alfreton.

This is an excellent opportunity for someone who enjoys helping people, building relationships and delivering exceptional customer experiences in a rewarding and purpose-driven environment.

### **The Role**

As a Customer Service Specialist, you'll support customers throughout their entire journey — from initial enquiry through to installation — helping them find the right mobility solutions for their individual needs.

This is not a cold-calling sales role. Instead, you'll manage a combination of inbound enquiries and proactive follow-up calls, providing advice, guidance and reassurance every step of the way.

You'll work closely with customers, assessors and internal teams to ensure a smooth and positive customer experience from start to finish.

### **Key Responsibilities**

- Handling inbound enquiries via phone, email, live chat, website enquiries and marketing campaigns
- Advising customers on suitable products and services based on their individual mobility needs
- Providing considerate and supportive guidance throughout the decision-making process
- Responding to customer enquiries professionally via phone, email and written communication
- Offering basic technical assistance relating to products and services
- Booking online and field-based customer assessments
- Arranging appointments with potential customers
- Coordinating and confirming installation appointments
- Maintaining accurate customer records and updating the internal database
- Resolving customer queries and sales-related issues efficiently and professionally
- Building strong relationships with both new and existing customers
- Supporting wider commercial team activities where required

### **About You**

We're looking for someone who genuinely enjoys helping people and takes pride in delivering outstanding customer service.

You'll be a strong communicator with excellent listening skills, able to build trust and confidently guide customers through what can often be an important and emotional purchasing decision.

**Ideally, you will have:**

- Previous experience in customer service, sales support or a customer-facing role
- Excellent verbal and written communication skills
- A professional and friendly telephone manner
- Strong attention to detail and organisational skills
- The ability to work calmly and efficiently in a busy environment
- A positive, empathetic and patient approach to customer interactions
- Good IT and administration skills
- A proactive and self-motivated attitude

Most importantly, we're looking for someone who cares about delivering the right outcome for the customer — not simply hitting targets.

**Why Join MiM?**

At MiM, the work you do has a real impact. Every day, you'll help customers improve their independence, confidence and quality of life through accessible mobility solutions.

You'll join a supportive and growing business where your contribution is genuinely valued, with full training and ongoing support provided from day one.

If you're looking for a rewarding career where you can make a positive difference every day, we'd love to hear from you.