

Online Product Assessor

Location: Mobility in Motion - Alfreton

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.

We're looking for a customer-focused Online Product Assessor to join our Central Sales Team.

This is a fantastic opportunity for someone with experience in customer service or consultative sales, ideally within the automotive, mobility or healthcare sectors, who enjoys building relationships, understanding customer needs and delivering outstanding service.

This isn't traditional sales. It's about guiding customers through an important decision, providing expert advice and helping them confidently choose the right mobility solution for their lifestyle.

A Day in the Life and the Impact You'll Make

No two days are the same. You'll speak with customers via video calls, online demonstrations and telephone consultations, taking the time to understand their individual requirements before recommending the most suitable mobility products.

You'll build trust, answer questions, manage enquiries from start to finish and work closely with colleagues across the business to ensure every customer enjoys a seamless experience. Every conversation you have has the potential to make a genuine difference to someone's independence and quality of life.

What You'll Be Doing

- Deliver engaging online product demonstrations and virtual assessments, helping customers choose the most suitable mobility solution.
- Build strong customer relationships, managing enquiries from initial contact through to successful order completion and follow-up.
- Provide knowledgeable, consultative advice while maintaining exceptional levels of customer service throughout the buying journey.
- Support the wider Customer Engagement Team with administration, customer records, account management and ongoing sales activities.

- Continuously develop your product knowledge through training, site visits and collaboration with field-based demonstrators and installers.

What We're Looking For

We're looking for someone who enjoys helping people, has excellent communication skills and thrives in a customer-focused environment.

You'll ideally have:

- Experience within customer service, consultative sales or customer engagement.
- A background within the automotive, mobility, healthcare or assistive technology sectors would be highly advantageous.
- Excellent communication skills with the ability to build rapport both over the phone and via video calls.
- Strong organisational and administrative skills with excellent attention to detail.
- A proactive, positive attitude with a genuine passion for delivering outstanding customer experiences.
- Good IT skills and confidence using Microsoft Office and CRM systems.
- A willingness to learn, develop product knowledge and contribute to continuous improvement.

Please submit any applications to Denise Giannino, Group HR Manager at Alfreton Office