

Mobility in Motion

Installation & Planning Coordinator

Location: Alfreton Office

Salary: Competitive, DOE

Contract: Full time, Permanent – 37.5 hour week Monday to Friday

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 Mobility in Motion, 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.

We have requirement for an Installation & Planning Coordinator to join the Sales and Marketing Team here in Alfreton!

The Role

- Liaising with installation partners and customers to arrange installation of products
- Planning and organising installations using our business system
- Completing all documentation with the highest levels of accuracy and providing this to the relevant parties
- Dealing with queries relating to installation and finding solutions
- Dispatch and track products and update stakeholders of any issues
- Maximising opportunities for installations
- Ensuring all documentation is received following installations and actioned

You will have the opportunity to see customers through the whole process to a successful outcome.

The Ideal Candidate:

- A planning professional with excellent customer service and great organisational skills
- Self-management with a 'can do' attitude
- Excellent telephone manner
- A genuine passion for helping people
- Confidence using Microsoft Excel, Word, internet & email
- Accuracy and attention to detail
- Logical approach
- Able to work to agreed process & procedures to meet and excel customer expectations

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 provide people with an excellent service.

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.