

Field Product Demonstrator – Field Based

Location: Based in the Cardiff area

Salary: Competitive salary + bonus

Contract: Full time, Permanent

Benefits: 23 days holiday, Auto enrol pension scheme, Life insurance cover, Profit Related Pay, Employee Assistance Programme, workwear, company vehicle and Full Training provided

We are Mobility in Motion and we are recruiting!

You've probably not heard of MiM, however don't let that put you off. We offer a market-leading range of vehicle adaptations that enable our customers to re-gain and maintain their independence. Whether it is to get the customer or a member of their family in and out of their vehicle, enable them to lift and stow their mobility device or to adapt their vehicle to enable them to drive, we offer a solution to suit each individual requirement. We operate in a growth market and are the market leaders in our area of expertise.

What do we do?

We offer a wide range of vehicle adaptations so that people with mobility issues can re-gain and maintain their independence.

Our products are transformative for their users, which is why 94% of our customers would recommend us to their friends.

We have an opportunity for a Field Product Demonstrator based in Cardiff and covering the surrounding areas to join the Customer Excellence Team. This role consists of travelling to end-users either at their home address, a mobility store or a car dealership to demonstrate and explain the benefits of the range of vehicle adaptations that we offer. We then assess the individual customer needs taking into account all of the requirements and abilities in order to be able to prescribe the best solution for each customer. This role will require travel around South and Central Wales, with a willingness to cover neighbouring areas during holiday periods.

Have you enjoyed working mobile?

Can you work equally well independently as well as being a key team member?

Is showing empathy and understanding a big part of who you are?

Are you customer focussed?

If so, this may be the role for you.

As one of our Field Product Demonstrators, you will:

- Identify and fully understand the customer needs, whether at their home address, a mobility store or a car dealership
- Demonstrate the full range of vehicle adaptations offered by the Company
- Complete all paperwork accurately and in the required timescales
- Attend shows and exhibitions when required
- Demonstrate a technical understanding and ability to learn the technical aspects of each product

Role requirements:

- Take a proactive approach to understanding customer needs and delivering the right solution for each customer
- Possess excellent written and verbal communication skills
- Demonstrate empathy with our customers
- Be able to understand the technical aspects of our vehicle adaptations (a level of self-learning is expected in addition to the comprehensive training provided), demonstrate the products effectively and comfortably in a manner that gives the customer the level of confidence they need
- Have good IT skills with competency in the MS Office Suite
- Be highly organised and self-motivated
- Have a clean driving licence

Some over-night stays are required for this role.

If you feel you have the necessary skills and experience to be successful in this role, click on “APPLY” today, forwarding an up to date copy of your CV for consideration in the first instance.

No agencies please.

Screening Questions: (To be displayed to candidates when they click on “APPLY”)

Are you technically minded and willing to carry out ongoing self-learning to constantly improve your knowledge?

Do you have a clean driving licence?

Are you flexible to be able to travel in your role with some overnight stays?

Are you eligible to live and work in the UK with fluent English language skills?

Have you previously worked mobile and are happy with minimum 3hrs driving each day?