



The Power to Surprise

Kia Genius at Bells Motor Group, Bedford

Kia is one of the fastest growing car manufacturers in the world. An ambitious business with an exciting future, committed to providing the very best customer experience which is why we have launched a pioneering new Kia Genius Programme. Becoming a Kia Genius is a fantastic opportunity for technology focused individuals, who are passionate about new products and first class customer service.

As one of our Geniuses, you will enhance the customer experience by sharing your knowledge of the brand and products with potential owners, supporting the buying process by completing product presentations, test drives and vehicle handovers. As first point of contact for all our customers, you will portray a friendly and approachable nature, be engaging and listen to them to understand their needs, and inspire and excite everyone who visits the dealership. Passion and enthusiasm for technology is a must and Kia will teach you all you need to know about their products and brand. This role is focused on providing the best customer experience, therefore previous involvement within a customer facing role is essential. If you are a confident, passionate individual who is dedicated to exceptional customer service, make an enquiry to become one of our Geniuses today!

Bells Motor Group are currently recruiting a Kia Genius based at their busy dealership based in Bedford, Bedfordshire.

As a Genius you will:

Provide an engaging, warm first point of contact for customers, whether that is in the showroom or when responding to digital enquiries; Be eager to learn and to share your knowledge with customers, using available resources and your own initiative to grow an understanding of Kia products and technologies as well as developments across the automotive industry; Listen to customers to understand their needs, questions and aspirations, creating a non-pressurised, non-threatening sales environment; Promote the Kia brand, products and technologies, sharing information, features and benefits in a friendly, understandable way; Complete product presentations, test-drives and vehicle handovers, enhancing the customer experience at every point of contact; Embrace the latest technology available, including tablets and video, to help customers through the car buying process; Share your knowledge and expertise within the Dealership; Support off-site events, acting as an ambassador for your Dealership and for the Kia Brand; Work with others within the Dealership Team to build effective relationships, and specifically transferring customers to and from Sales Executives to complete other elements of the buying process (especially negotiation and finance); Contribute to the Kia Genius community through on-line forums and at specific events (e.g. Product Master Class training).

As the role will involve test-driving vehicles, it is a requirement to hold a full clean UK driving license.

Working Hours: This is a full-time post and it is imperative that you have flexibility with working hours as it will be working Monday to Friday as well as weekends. Sunday will be on a shift rota and time in lieu will be given each week. General showroom opening hours are 8.30 am to 6.00 pm Monday to Friday, Saturday 8.30am to 5.00 pm and Sundays are 10.00 am to 4.00 pm.

Salary: £16,500 per annum

Benefits: Company car scheme offered after initial probationary period, excellent career prospects.

If you would like to apply for this exciting opportunity, please send a covering letter and CV outlining your current salary to kia-genius@centralnottingham.ac.uk or contact 0115 9457514.