



WE'RE HIRING SELF-STARTERS!!

If you are a motivated self-starter and want to work in a fast paced environment with people who care about each other and feel like family and opportunity to grow into new positions, then we are looking for you. Fitness Plus was recognized in the 2010 Inc500 list of fastest growing privately held companies, and is one of the fastest growing companies in Missouri. We need people who can work hard and are ready to grow with our quickly growing company.

Job Title:	Parts Specialist
Department(s):	Online Support Team
Pay Range:	\$13.00 - \$15.00 per hour
Report to:	Call Center Manager
Revision Date:	07/2017

Position Overview: The Parts Specialist is responsible for handling in-bound and out-bound calls, live chat, responding to tickets generated from the e-commerce website and documenting/resolving customer issues.

Personal Requirements:

- United States citizen or legal resident
- High school diploma or equivalent

Technical Skills:

- Experienced with and proficient in computer use
- Familiar with Microsoft Office Products
- Knowledgeable and experienced in using the Internet
- Pass a drug screen

Pluses

- Customer service experience
- Prior fitness industry experience
- Fitness, auto, or other parts knowledge or experience

Essential Job Functions:

- Ability to read and interpret information from exploded diagrams and schematics
- Possess excellent verbal skills, including grammar and voice quality
- Ability to function comfortably in a fast-paced, performance-based call center environment where calls are monitored, recorded, and assessed to see if you meet required performance levels.
- Ability to multitask: Take rapidly-arriving incoming telephone calls while searching for and entering information on your computer
- Problem solving in a "real time" environment
- Type 20 wpm or better