



WE'RE HIRING SELF-STARTERS!!

FitnessRepairParts.com (Fitness Plus) maintains the largest online database of replacement parts for exercise and fitness equipment.

Are you a talented and friendly person looking for a new opportunity? Come join the FRP team! If you are a motivated self-starter and want to work with people who care about each other, feel like family and have opportunity to grow into new positions, we want you on our team! Build your Customer Experience skills in a supportive environment with room to grow in your career. The FitnessRepairParts team has bi annual company lunches, quarterly volunteer opportunities and regular department team building activities.

Job Title:	E-Commerce Specialist and Customer Support
Department(s):	Online Support Team (OST)
Pay Range:	\$14.00 - \$15.00 per hour Full-Time
Report to:	OST Manager
Revision Date:	2/2022

Position Overview: The E-Commerce 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. Work from home options will be available for fully trained employee's summer 2022.

NO VACCINE REQUIRED. NO MASK REQUIRED. \$2000 NEW HIRE BONUS. HEALTH REIMBURSEMENT ACCOUNT AVAILABLE.

Personal Requirements:

- United States citizen or legal resident
- High school diploma or equivalent
- Pass a drug screen

Technical Skills:

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

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
- Problem solving in a "real time" environment
- Type 20 wpm or better
- Ability to multitask: Take rapidly-arriving incoming telephone calls while searching for and entering information on your computer
- Other duties as assigned.
- Work From Home options **Coming Summer 2022**