



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:	\$11.00 - \$14.00 per hour
Report to:	Call Center Manager
Revision Date:	01/19/2017

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

Personal Requirements:

- Must be a United States citizen or legal resident
- Have acquired a high school diploma or equivalent
- Possess excellent verbal skills, including grammar and voice quality
- Ability to read and interpret information from exploded diagrams and schematics
- Be able to multitask on a personal computer while conducting telephone conversations
- Problem solving in a "real time" environment
- Technical skills
 - Experienced with and proficient in computer use
 - Familiar with Microsoft Office Products
 - Knowledgeable and experienced in using the Internet
- Pass a background investigation consisting of:
 - Employment verification
 - Education verification
 - Social Security status
 - Criminal background check
- Successfully complete training and attain required performance expectations within a specified period of time
- Must be self sufficient and dependable

Pluses

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

Essential Job Functions:

- 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 one immediately after another
 - Conduct yourself and answer customer inquiries in a courteous and professional manner
 - Search for and enter information on your computer, moving between 2 or more open browser windows on the desktop, while you are on the phone
- Follow outlined processes and procedures for handling calls, including:
 - Answer incoming calls on the first ring
 - Follow specific scripts your call center managers provide for you
 - Provide callers with accurate and complete answers
- Work the number of hours per day determined by the call center and the needs of our business.
- The ability to work Mondays is important.
- Type 20 wpm or better
- Track orders and provide related information to customers.
- Data entry of orders called, emailed, faxed, or otherwise transmitted for new or reorder purposes.
- May confer with production, sales, shipping, warehouse, or common carrier personnel to expedite or trace missing or delayed shipments.
- Receives and follows up on customer complaints.
- Will attempt to sell additional merchandise to customers.

To apply for this position you can do one of the following:

- Mail resume to: 650 N. Main Center, Suite 101, St. Charles, MO 63301
- Email resume to: HR@Fitness-Plus.net
- Fax resume to: 636.634.3699

Please specify which position you are applying for as we may have several positions open at once.