



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:	Technical Phone Support
Department(s):	Customer Support
Pay Range:	\$15 - \$18 / hr
Report to:	Call Center Manager

Position Overview: The Technical Support position is responsible for handling in-bound and out-bound calls, live chat, responding to tickets for customers with equipment belonging to specific manufacturers for which Fitness Plus has contracted to provide support services.

Personal Requirements:

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

Technical Skills:

- Experienced with and proficient in computer use
- Familiar with Microsoft Office Products
- Knowledgeable and experienced in using the Internet
- Mechanically inclined and capable of conveying information of a technical nature to customers

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
- Walk customers through troubleshooting steps over the phone and suggest parts or actions to correct problems with the customer's equipment.
- 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
- Other duties as assigned.