



## 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:	<b>Technical Services Director</b>
Department(s):	<b>Customer Support</b>
Pay Range:	<b>\$40,000 - \$60,000 Salary</b>
Report to:	<b>Chief Operations Officer</b>

**Position Overview:** This is full-time position that develops technical documentation, training processes, and equipment servicing processes for both the in house call center employees as well as field service technicians.

### Personal Requirements:

- Minimum 2 years call center experience
- Supervisory experience preferred
- Effectively present information and respond to questions from groups of managers, clients, and customers via phone, email, and in person.
- Excellent interpersonal skills with proven ability to communicate both verbally and in writing
- Interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Multitask and handle various responsibilities at a given time under stressful situations
- Possess confidence and a positive assertive attitude towards a leadership role
- Ability to make quick, yet sound judgments and decisions
- Excellent organizational skills
- Ability to identify and solve problems
- Must be a United States or legal resident
- Must possess a high school diploma or equivalent
- Pass a background investigation consisting of:
  - ✓ Employment verification
  - ✓ Education verification
  - ✓ Social Security Status
  - ✓ Criminal background check

### Essential Job Functions:

- Develop, organize, and document technical information to assist in the troubleshooting and repair of fitness equipment.
- Develop knowledge of programs, policies and procedures and training requirements through effective interaction with subject matter experts, managers and supervisors.
- Train call center employees on proper troubleshooting techniques.
- Timely responses to various e-mail inbox inquiries.
- Ensure that each customer receives outstanding customer service by providing fast and accurate responses, maintaining solid product knowledge and all other aspects of customer service.

- Leads the team in the development of new processes in order to streamline procedures and reduce cycle time.
- Stay current on technical issues and new products.
- Develop processes and procedures to orchestrate labor warranty provided by third parties on manufacturer equipment.
- Develop evaluation tools and improvement plans for field service technicians.
- Create product improvement recommendations to manufacturers.
- Maintain a positive customer centric environment.
- Other duties as assigned.