



## 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>Service Manager</b>
Department(s):	<b>Service</b>
Pay Range:	
Report to:	<b>President</b>

**Position Overview:** This is a full-time position that oversees and manages a Service Department that repairs fitness equipment. Customer satisfaction, management skills and an understanding of general mechanical knowledge are critical. We run the service department as if it were its own business and this position as if the service manager were the owner of that business (with some differences). The pay is structured accordingly, tied to the performance of service department. The service manager will be expected to be proficient and providing excellent customer service to customers, sell services to potential customers, and manage service technicians. To a lesser extent there will be some HR, and marketing involved. This position offers some, but not all of the challenges, risks, and benefits of being a business owner.

### Personal Requirements:

- Excellent communication skills, both written and verbal
- Sales ability &/or experience
- Proficient management and leadership skills
- General mechanical & technical knowledge
- Ability to read parts schematics and exploded diagrams
- Motivated individual who will take initiative and assume responsibility
- 2-5 years Management experience
- Pass a background investigation consisting of:
  - ✓ Employment verification
  - ✓ Education verification
  - ✓ Social Security Status
  - ✓ Criminal background check
- Must be United States or legal resident

### Education Requirements

- High school diploma or equivalent
- Technical Skills

- ✓ Proficient in Microsoft Office, including Word, Excel and Outlook
- ✓ Knowledgeable and experienced in utilizing the internet

**Pluses:**

- Prior fitness industry experience
- Bachelor's Degree (preferably in Business) or equivalent experience

**Essential Job Functions:**

- Manage local Service Technicians
- Responsible for job postings, screening, hiring & firing of service techs
- Develop, maintain and staff a comprehensive technician training program
- Develop and institute performance benchmarks, tracking and evaluation
- Know the industry, the potential customer base and the competition
- Identify and create a profile of target customers
- Create & implement strategies to procure target customers
- Follow up and continual assessment of customer satisfaction
- Oversee scheduling and routing of service technicians (in coordination with Office Manager)
- Interact aggressively and proactively with manufacturers, generating business, such as installs and warranty work
- Oversee all customer interaction, complaints and contract compliance
- Initiate, write and secure Service and Preventative Maintenance Contracts
- Responsible for marketing, advertising and sales
- Ensure prompt attention is given to follow-up service calls (meaning return trip Work Orders are entered within 2 hours of service techs return)
- Responsible to properly identify, order and track receipt of necessary repair parts
- Expected to attend weekly management meetings which are held in the evening

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

- Mail resume to: 108 Hamilton Industrial Ct., Wentzville, MO 63385
- Email resume to: [HR@Fitness-Plus.net](mailto: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.*

**NOTE:** This job description is not intended to be all-inclusive. Employee may perform other duties to meet the ongoing needs of the organization.