Treadmill Doctor
We Solve Problems To Keep People Moving

WE'RE HIRING SELF-STARTERS!!

Treadmill Doctor 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 TMD 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! The Treadmill Doctor team has bi-annual company lunches, quarterly volunteer opportunities and regular department team building activities. We need people who can work hard and are ready to grow with our quickly growing company.

Job Title:	**E-Commerce Customer Support Manager**
Department(s):	**Online Support Team**
Pay Range:	**$22 - $28 per hour**
Report to:	**Operations Manager**

Position Overview: This is full-time position that supervises the Online Support Team Part Specialists and is responsible for day-to-day operations in the call center.

Personal Requirements:

- **Must be a United States or legal resident**
- **Must possess a high school diploma or equivalent**
- **Pass a drug test**
- 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
- Basic proficiency in Excel spreadsheets

Essential Job Functions:

- Be able to perform all the duties of the Parts Specialist position
- Develop knowledge of programs, policies and procedures and training requirements through effective interaction with subject matter experts, managers and supervisors
- Respond to all customer inquiries with regard to product availability, pricing, order status, product information, RMA's, shortages, overages, expedites, etc.
- Facilitate and expedite the escalation of customer service issues
- 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
- Plans, organizes and directs the activities of assigned team members

- Evaluates the efficiency and productivity of assigned team members by establishing performance standards and objectives and conducting regular performance appraisals
- Responsible for hiring, development and implementation of training programs for all call center representatives
- Responsible for recording team member exception time and providing disciplinary action including counseling, preparing and communicating team member warning letters as necessary
- Develops and maintains procedures and work instructions for the Online Support Team, ensuring team members implement procedures in a consistent fashion
- Leads the team in the development of new processes in order to streamline procedures and reduce cycle time
- Responsible for developing and monitoring call effectiveness statistics through tracking log monitoring, testing and evaluating customer service and sales metrics, and providing data to corporate executives for monthly reporting purposes
- Analyze and evaluate effectiveness of departmental training programs and individual educational and training needs to determine need for new training programs and or modifications to existing programs
- Stay current on technical issues and new products
- Make recommendations regarding call center budgets
- Perform all other duties as needed or requested to include managing all call center operations.
- Maintain a positive customer centric environment
- Other duties as assigned

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

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 staff@TreadmillDoctor.com
- Complete application on www.TreadmillDoctor.com/careers

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