

# Career Opportunities:

## Customer Service Representative (Call Center)

Founded in 1998 by Carl Daikeler and Jon Congdon, Beachbody, LLC, operates Beachbody.com, TeamBeachbody.com, and BreakthroughInBeauty.com. The company is based in Santa Monica, California, and is the creator of the nation's most popular in-home fitness and weight loss solutions including P90X®, Insanity®, Brazil Butt Lift®, Slim in 6®, Turbo Jam®, Hip Hop Abs®, and Power 90® among many others. Beachbody programs combine challenging DVD-based workouts with easy-to-follow diet guidelines, nutritional supplements (including its breakthrough health shake called Shakeology®, AKA "The Healthiest Meal of the Day"), and an unparalleled customer service and peer-support system. In fact, Beachbody has expanded this support system through Team Beachbody.com, which includes a network of thousands of independent "Coach" distributors as well as a dynamic online support and fitness community. The company's beauty business includes brands Timeless Secret™ and DermExclusive™. The corporate mission is to help people achieve their goals and enjoy healthy, fulfilling lives.

### Position Summary:

Answer incoming calls while providing quality service for customers. Deliver exceptional customer service with a focus on building and maintaining positive relationships with the customer.

### Essential Job Duties:

- Interact with customers to provide information in response to inquiries regarding products, services, order information, etc.
- Talk with customers by phone and receive new orders, adjust existing orders or cancel existing programs or changes in service
- Solicit sale of new or additional products and work to save existing sales and continuities
- Refer complaints of service failures to designated department for investigation
- Provide appropriate and exceptional customer service
- Other duties as assigned

### Qualifications:

- Minimum two years customer service experience in a call center
- High School Diploma or GED
- Excellent written and oral communication skills in English
- Must be able to read English
- 30 WPM typing
- Proficient in MS Word
- Must be flexible to work weekends