



FITNESS EQUIPMENT TECHNICIAN

The Reimagine Resources Team strives to achieve a professional, driven, yet safe workspace. We are intentional with all people with whom we interact, including the relationship with our team. We are looking for values-driven, detail, and team-oriented individuals to join us. If you love to serve people, work hard, provide professional services, and make an impact within your communities, we invite you to apply to become part of our team. As part of the family, we offer opportunities for personal and professional development in education, industry-competitive compensation, and flexible scheduling.

OUR MISSION:

- Our mission is to make the world a better place by creating a positive impact in the lives of people globally through fitness and fun.

OUR VISION:

- Our vision is to be a leader in the fitness industry and become the global hub for those aspiring for healthier lives.

OUR VALUES:

- We are driven by integrity, courage, and love that results in improving ourselves and the world around us.
- We are innovative problem solvers with transformational solutions backed by data and truth.
- We are generous and responsible stewards of resources.

Position Summary:

Our Fitness Equipment Technician is responsible for repairing, reconditioning, and fixing used fitness equipment, repair, and maintenance work for individuals and businesses, develops and maintains Preventive Maintenance Agreements (PMA), assists in deliveries of products, and promotes sales. They ensure cleanliness, safety, and great customer service. This person would also coordinate and communicate all current and potential jobs among the team members and customers. This position plays a critical role in our business by providing quality services and excellence to all our customers and business partners, that empowers them to live a healthy, happy life.

Job Duties and Responsibilities: We are looking for a **responsible, hardworking, and honest** person to provide white glove customer service and fitness equipment repairs, preventative maintenance, and refurbishing.

- Schedules service fitness repair work to be completed in a timely manner
- Provides prompt and excellent customer services that includes following up with customers, ensuring satisfaction, and a long-term customer relationship

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- Services and repairs fitness products to include treadmills, ellipticals, climbers, stationary bikes, weight machines, etc.
- Prepares and submits paperwork to the office in a timely manner
- Maintains company assets and tools through periodic inspection and service
- Monitors an inventory of parts and reports for new supply orders in a timely manner
- Maintains a technical proficiency level with old and new machines through training, reading manuals, networking with other techs and manufacturing reps
- Process warranty claim forms, receive and handles packages, and returns parts to vendors as required

Schedule: Monday to Friday (Saturday availability), occasional overnight projects/jobs.

Reimagine Resources is a place for everyone. As an organization, we are committed to an inclusive, diverse, and equitable workplace that respects and celebrates the unique contributions of each individual while ensuring we remain an equal-opportunity employer that recruits, hires, trains, and promotes based on merit and qualifications.

Requirements:

- Self-motivated and self-directed
- Strong communication and ability to follow written and verbal directions
- Ability to troubleshoot and problem-solve
- Ability to follow & ability to lead
- Base computer and organization skills
- Must have a professional appearance
- Fitness equipment knowledge
- Fitness equipment repair experience 2+ years and repair certification(s).
- Be able to install and remove fitness equipment
- High School Diploma or GED
- Must be able to pass a background check/drug screen
- Must be able to lift up to 100 pounds
- Must have reliable transportation
- Must pass a physical fitness test quarterly
- Participate in our tobacco free and smoke/vape-free workforce