



CUSTOMER SERVICE REPRESENTATIVE—SPANISH LANGUAGE

PADI, the global leader in Scuba Diver Training, is searching for a full-time CUSTOMER SERVICE REPRESENTATIVE—SPANISH LANGUAGE at our corporate headquarters in Rancho Santa Margarita. PADI offers its employees a unique culture centered around an active lifestyle, fun and hardworking colleagues, interesting work, competitive salary and outstanding benefits. We are an amazing company searching for amazing people to

join our team!

Founded in 1966, PADI has grown consistently through our 52 years in business, continually raising the bar for the industry we are all so passionate about. We know who we are as a company but never let that hold us back from reinventing ourselves and keeping our mission modern and relevant. One thing that stays consistent is our mission to be “The Way the World Learns to Dive”. PADI certified our 25 millionth diver in 2016, an achievement no other scuba diving agency can claim.

PADI strives to create a work environment that respects individual contribution while maintaining a strong team approach for successful execution of business objectives. The executive team believes in a work-life balance that enables employees to meet their personal and family needs with flexible hours and an extensive benefits plan.

PADI has been voted an Orange County Top Workplace in 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015 and 2016.

Reporting to the Supervisor, Customer Service, the Customer Service Representative, Spanish Language is responsible for assisting our customers with inquiries, customer service issues, maintaining prescribed pledges as well as other department functions. Responsible for coordinating cross training and networking with Senior Customer Service Representatives and Supervisor to ensure all needs are met to secure continued success of the department responsibilities. Duties and responsibilities include:

- Team oriented is first priority.
- Respond to members'/consumers' inquiries concerning membership status, benefits, promotional materials/information and member registrations.
- Promptly review and coordinate processing of all applications for all membership levels.
- Participate in reviewing assigned tasks and apply cross training in needed areas.
- Troubleshoot basic, first level technical support issues for web based application programs.
- Implement and maintain appropriate customer service levels by managing assigned membership accounts and handling general consumer issues.
- Process seminar registrations, mail confirmation and verification of attendance certificates.
- Provide prompt follow-up on customer service issues received by phone, fax, email and written communications.
- Ensure appropriate membership fulfillment packages are shipped promptly after approval.
- Advise and counsel other departments and employees as an advocate for the membership on issues that pertain to Customer Service when applicable.
- Process replacement card requests and promotional cards for members/consumers.
- Assist with work overflow within the department, including copying, typing, filing, and faxing.
- Provide daily reports on processes and pledge goals to department management as directed.
- Must maintain complete confidentiality with regard to information received or heard about former or present employees.
- Must fully participate and complete scheduled call out campaigns in a timely and efficient manner to assist in reaching company goal related to acquisition and retention of our Professional Members

Our ideal candidate will have the following experience, demonstrated skills, and education to qualify for the role:

- High school diploma or general education degree (GED).

- Minimum one year general office experience.
- Fluency in Spanish (written and spoken) required.
- PC literacy; working knowledge of word processing and spreadsheet software including;
- MS Word and Excel
- PowerPoint (preferred)
- Knowledge of and sensitivity to multi-cultural issues relating to customer service.
- Type 50 words per minute.
- Excellent writing and verbal skills.
- Excellent organization skills; ability to prioritize work.
- Detail orientation.
- Professional attitude and telephone manner.
- Politically astute.
- Dedication to customer service and satisfaction.

PADI is an Equal Opportunity Employer. In addition to a 9/80 work week which provides all participating employees with every other Friday off; the company also offers robust benefit plans at little cost the employee, and a wellness program with rewards for participating employees. Among the highlights at our Orange County headquarters are multiple break rooms, including a large one with a pool table, a ping-pong table, vending machines and books for leisure reading. Recreational amenities include an on-site gym, half basketball court, an on-site swimming pool and shower-equipped locker rooms. Also offered onsite are PiYo and yoga classes. Our employees also benefit from generous time off and a 401(k) with match.

If this job sounds interesting to you and you meet these requirements described above we'd like to get to know you! Please submit your resume & salary requirements at jobs@padi.com. To learn more about our company visit us at www.padi.com. Applicants must possess the right to work in the United States.