

Autobooks works hard to make small business banking simple. Through our partnerships with banks and credit unions, small business owners have access to a modern suite that makes business banking easier.

When you join Autobooks, you're joining a team dedicated to small business growth. We want your ideas, passion and experience to continue improving what we offer.

Our downtown Detroit HQ is in the vibrant Madison building, named one of the World's Coolest Offices by Inc. Magazine. Autobooks also has a growing presence in Texas with a satellite office in Austin; and offers flexible, remote work environments for certain roles.

Ready to help change what it means to do small business? Let's talk.

The Role: *Contact Center Manager*

Autobooks is looking for an experienced Contact Center Manager who can lead our representatives to better performance and improve service quality. The Call Center Manager will assist in establishing call center objectives, analyze call center data, and focus on improving performance and processes in an effort to better support our small business customers. You should have exceptional communication, interpersonal, and customer service skills, as well as an interest in building a comprehensive knowledge of the Autobooks software platform.

To be a successful Contact Center Manager, you should be focused on improving your team of representatives and call center practices. You should be observant and detail-oriented and possess an understanding of the business, the products and services, and the issues representatives are facing on the floor.

Responsibilities:

- Hiring, training, coaching, and leading contact center representatives as they provide support for customers
- Answering representative's questions, guiding them through difficult calls or issues, diffusing angry customers, or handling issues that cannot be fielded by representatives
- Leading team meetings, asking questions to better understand the calls representatives are receiving, educating and coach workers regarding processes and practices, and explain expectations to employees
- Assisting other management team members in identifying trends and establishing call center goals
- Ensuring staff members are achieving desired service levels and taking corrective action, as needed
- Preparing reports and analyzing call center data to improve processes, ensure resources are properly allocated, and maximize efficiency and customer satisfaction
- Authorizing replacements or refunds. Taking on other tasks or projects to support employees, other managers, and call center operations.

- Manage and administer scheduling systems and closely monitor coverage and execution of departmental scope and channels – which include phone support live agent chat, email, knowledge base, and other communication channels.
- Ensure consistent execution of Zendesk and Hubspot, phone call handling workflows and expectations.
- Maintain and improve call center operations by monitoring system performance: identify and resolve issues; prepare and complete action plans; execute and complete system audits and analyses.
- Ensure accuracy of all historical reports reflecting call inflow analysis, peak-hour evaluation, and individual and team performance and ensure all metrics for departmental operations are met.

Required Experience / Skills:

- Previous call center supervisory experience
- Accounting experience a plus
- Understanding of call trees, telephony solutions, IVRs, and other elements of providing telephonic support
- Demonstrated ability to lead, coach and develop effective teams
- A results-oriented mindset and ability to manage positive work environments
- Exceptional multi-tasking and time management abilities
- Excellent problem resolution and customer service skills
- Excellent verbal and written communication skills
- Positive attitude and strong interpersonal skills
- Experience with CRM and Helpdesk software – Zendesk and Hubspot a plus
- Strong operational aptitude in Microsoft ecosystem (Outlook, Word, Excel, etc)
- Strong communication skills and ability to interact with internal and external stakeholders
- Ability to respond to rapidly shifting short term priorities
- Experience in banking or finance a plus
- Experience in startup environments a plus

Perks:

- Flexible, entrepreneurial work environment
- Open and fun workspace in the Madison Building in downtown Detroit
- Casual dress code
- Healthcare--health insurance, dental and vision coverage, life insurance 401k plan
- Subsidized parking

Job location:

- Detroit, MI