



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: *Customer Success Specialist*

As a Customer Success Specialist, you will provide our SMB customers with the support they need to grow their small businesses on Autobooks. Customer Success Specialists provide day to day support for SMB customers who are looking for fast and friendly help in navigating their way around the Autobooks platform and getting answers to product-related questions. In this role, you will be a key role in our customer success process, making a direct contribution to our success. You should be a person who has a strong work ethic, excellent communication skills and always strives to provide the best customer experience. You should be passionate about helping SMBs manage their business through building relationships and learning and teaching all features of the Autobooks solution.

Responsibilities:

- Develops and demonstrates an in-depth understanding of the Autobooks solution
- Provides inbound and outbound support to SMBs, Financial Institutions and Customers via phone, email and chat
- Interacts and communicates collaboratively with Production Support, Growth, Sales and other teams, as appropriate, to provide a great customer experience
- Demonstrates consultative support techniques to SMBs by listening, asking probing questions, reinforcing support needed and gaining agreement for resolution
- Consistently demonstrates professionalism and integrity with a warm and friendly demeanor to SMBs and teammates
- Flexible and able to adapt to changes in market environment
- Use call center tools and/or CRM to track and document all support center interactions
- Build and maintain rapport with SMBs to drive activation and retention
- Communicate thoughtful, customized solutions to SMBs to help them successfully rely on Autobooks to manage their business

**Required Experience/Skills:**

- High School Diploma, college degree preferred
- Excellent verbal, written, and interpersonal communication skills
- Demonstrated passion, flexibility, and resourcefulness to thrive in a dynamic, entrepreneurial environment; Ability to be flexible and adjust quickly to meet changing business needs
- High levels of empathy, patience, and problem-solving abilities
- Previous experience providing support; business to business support highly preferred

Benefits and Perks:

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

Job Location:

- Detroit, MI

A flexible, entrepreneurial work environment and team atmosphere makes this a great place to work. Please provide a complete resume and work history detailing your qualifications and experience to careers@autobooks.co and indicate "Customer Success Representative" as the subject. To learn more about us, visit www.autobooks.co.