



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.

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

The Role: Merchant Onboarding Specialist

Autobooks is looking for a diligent, organized, and hardworking Merchant Onboarding Specialist to join our rapidly-growing underwriting team on a full-time basis. This role will offer you the opportunity to both meaningfully drive forward the growth of the company while identifying and managing risk at a tactical level. You will work with our risk, compliance, account management, growth, product, sales, customer care, and quality assurance teams to manage the merchant onboarding process for our small business users. You will also have the opportunity to work with small business owners directly on a consultative basis to ensure their onboarding experience runs smoothly.

Role and Responsibilities

- Monitor mailbox for new small business (SMB) enrollment requests
- Review SMB enrollment requests and perform credit analysis
- Analyze risk related documents and assess SMB risk profile
- Translate SMB data and track on SMB onboarding tracking logs
- Make amendments and modifications to SMB onboarding process as needed
- Prepare and provide summary reporting daily SMB onboarding status
- Prepare and provide summary and recommendation for high risk SMB(s) requiring committee review
- Consult and negotiate with SMB regarding financial setup limits



Required Experience/Skills:

- Strong proficiency with Microsoft Office (specifically, Excel, Word, and Outlook)
- Excellent communication skills, written and verbal
- Strong attention to detail
- Excellent organizational, analytical, and time-management skills
- Strong ethics
- Ability to work with minimal supervision and prioritize workload

Preferred Experience/Skills

- 2+ years of experience in an underwriting, compliance, risk, or similar function
- Experience with organizational tools, such as Trello and Jira
- Experience with research and risk management tools, such as Thomson Reuters CLEAR and LexisNexis
- Good understanding of the payments industry
- Bachelor's degree

About Us

At Autobooks, we partner with banks & credit unions, and provide their small business customers the tools they need to create & send invoices, accept credit card payments, and manage their accounting tasks — all from right inside their business bank accounts.

We make it easier than ever for small business owners — your mechanic, your family portrait photographer, your favorite cupcake shop owner — to streamline the financial side of their businesses, so they can spend more time doing the work they really love.

When a bank or credit union wants to establish themselves as a leader in providing digital financial services, we're the vendor they turn to. And we want your ideas, passion and experience to help us continue improving what we offer.

Job Type: Full-time