



Autobooks works hard to make small business banking simple. Through our partnerships with banks and credit unions, small business owners can gain access to a modern suite of tools to help making running their business 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 occasional remote work opportunities.

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

The Role: *Customer Care Lead/Sr. Lead*

The Customer Care Lead is responsible for supervising and coordinating activities of employees providing telephone and email customer support services to small business owners utilizing the Autobooks platform.

Responsibilities:

The essential functions include, but are not limited to the following:

- Monitoring productivity and standardizing procedures to improve efficiency of team
- Manage day-to-day support activities, prioritize, and make risk assessments of tickets and provide 2nd level tier escalation to achieve specified SLAs
- Providing insights into the customer experience leading to product and service improvements
- Monitoring individual, team, and support center results to identify and act on both positive and negative performance trends to insure attainment of revenue goals and performance targets
- Monitoring service contacts to observe employee demeanor, technical accuracy, and conformity to company policies
- Answering questions and recommending corrective services to address customer complaints
- Maintaining positive and productive work environment
- Communicating and following-up to ensure team members are fully informed of all new information related to products, procedures, customer needs, and company-related issues, changes, or actions
- Directly supervising employees in accordance with the organization's policies and applicable laws
- Interviewing, hiring, and training employees and planning, assigning, and directing work
- Appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems
- Performing other work-related duties as assigned

Required Experience/Skills:



- Bachelor's degree preferred, or 2+ years related experience and/or training, or equivalent combination of education and experience
- Ability to gather, analyze and appropriately share information
- Ability to manage difficult or emotional customer situations
- Ability to speak clearly and persuasively in positive or negative situations
- Ability to build and maintain positive team spirit
- Demonstrated supervisory skills
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Knowledge of Microsoft Office, specifically strong with Word and Excel
- Knowledge of Zendesk or other similar ticketing system.

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 Care Lead" as the subject. To learn more about us, visit www.autobooks.co.