



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 flexible, remote work environments for certain roles.

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

The Role: Customer Retention Specialist

Our company is looking for a Retention Specialist to join our Customer Success team. You will use active listening skills to understand customer concerns and work to provide them with solutions. In this proactive support role, we expect you to be able to get in front of issues as soon as possible and give us feedback on how to improve client retention. Applicants should have a bachelor's degree or experience in customer support and issue resolution. We will provide training on the products or services we offer so you can educate customers on the true value of our company.

Responsibilities:

- Ensure a high level of customer satisfaction through proactive support and active listening
- Address customer concerns and provide solutions
- Provide excellent customer services and ensure customer satisfaction.
- Build positive working relationships with customers for repeat businesses.
- Educate customers on the value of our services
- Provide internal feedback on how to improve client retention
- Assist with other administrative tasks as needed

Required Experience/Skills:

- Bachelor's degree (preferred)
- Demonstrated experience in B2B or B2C customer retention, support or issue resolution
- Strong Computer proficiency
- Unparalleled phone and written communication skills
- Knowledge of HubSpot or other CRM tools is helpful

Our Values:

- Teamwork
- Sense of Urgency
- Integrity/Ethics
- Accountability



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 "Retention Specialist" as the subject. To learn more about us, visit www.autobooks.co.