

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: *SMB Customer Success Lead*

As the SMB Customer Success Lead, you will guide the team that provides our small and medium business (SMB) customers with the support they need to be successful growing their businesses with Autobooks. The nature of this role centers around leading a team of frontline workers to reach out to new customers, understand their goals, and identify how Autobooks can support those goals while implementing the systems and processes to optimize the Customer Success team's performance. You'll also spend time answering questions from your fellow team members on new processes, opportunities for improvement, and customer edge cases.

You'll get to come into a leadership role at a high-growth startup and have a significant impact on the organization, on our customers, and on the experience they have—you'll set the tone for how we show up to customers at a customer-led organization. There are many opportunities to learn and grow as the team grows, new partners are added, and new features launch.

Ultimately, you will play a key part in our user activation strategy, designing and optimizing a white-glove experience for our newest SMBs to ensure they become highly successful users. As such, you should be someone with demonstrated success growing and leading teams, exceptional written and verbal communication skills, a passion for helping small businesses succeed, and an ability to transition seamlessly from big picture, strategic thinking to making tactical decisions with individual team members and small businesses.

Responsibilities:

- Lead a team that owns the relationships with new small business owners from enrollment to activation
- Design one-on-one product trainings with small businesses across dozens of industries to drive growth
- Compile and disseminate qualitative data to stakeholders throughout the organization
- Set quantitative KPIs for individual and team outcomes to measure the effectiveness of the team; report and disseminate KPIs to leadership team members

- Ability to transition seamlessly from setting strategic vision and goals for the team to handling tactical issues and questions from SMBs as they arise
- Optimize systems and processes for helping new customers succeed as the product continues to evolve
- Coordinate with other internal team leads and external strategic partners to determine and implement processes
- Develop and maintain a mastery of the Autobooks platform and its functionality
- Run targeted qualitative research projects, summarize findings, and identify solutions
- Collaborate with Sales, Product, Marketing, Risk, Account Management, and Support teams to provide a superlative customer experience
- Leverage a variety of customer success software tools, including a CRM, to independently track customer interactions and activities
- Manage email inboxes, ensuring prompt, effective, and thorough communication to SMBs
- Consistently demonstrate professionalism and integrity to small businesses and teammates alike
- Manage new relationships in a consultative onboarding type role to support influx of new customers with similar needs during the new phase of their relationship with Autobooks
- Respond to constant inflow of requests and activities and context switching from team members and stakeholders as you manage a team of frontline people

Required Experience/Skills:

- 5+ years experience in a customer success or sales role highly preferred
- 2+ years experience in a customer success leadership role highly preferred
- Experience scaling, leading, and managing customer success teams from early stage to maturity, especially customer success teams at SaaS companies
- Ability to foster a culture of growth to attract, recruit, and cultivate exceptional talent to the Autobooks Customer Success team
- Expertise building customer success systems, measuring performance and outcomes
- Leadership and engagement coaching expertise growing and up-skilling individual members of customer success teams
- Experience onboarding individuals or small businesses to new software tools preferred
- Demonstrated success of leading teams that consistently meet or exceed organizational KPIs and team goals
- Experience identifying KPIs for direct reports to meet and coaching individuals to meet them
- Ability to independently stay organized and operate efficiently under time and resource constraints
- Exceptional verbal and written communication skills
- Passion for helping small businesses succeed
- Leverage systems and software to make their team run more efficiently and effectively
- Experience with and knowledge of FullStory, Hubspot, Atlassian (especially Confluence and Jira) highly preferred
- “Bring it on” mentality and eagerness to relentlessly execute on tasks
- Curiosity and willingness to experiment with new things

Our Values:

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

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