

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 Success Specialist***

As a Customer Success Specialist, you will provide our small and medium business (SMB) customers with the support they need to be successful growing their businesses with Autobooks. Our Customer Success Specialists focus on a particularly critical aspect of growth: Onboarding SMBs who have recently enrolled in Autobooks, consultatively training them on effective use of the platform, and guiding them through processing their first payments.

In this role, you will play a key part in the user activation strategy of a fast-paced, high growth startup; providing a white-glove experience for our newest SMBs to ensure they become highly successful users. As such, you should be a person who has a strong work ethic, excellent written and verbal communication skills, is deeply passionate about helping small businesses succeed, and always strives to provide the best customer experience.

### **Responsibilities:**

- Be the “face of the company” by reaching out to new SMB customers by phone and email to help onboard them to Autobooks
- Run one-on-one product trainings with small businesses across dozens of industries to drive growth
- Communicate thoughtful, customized solutions to SMBs to help them successfully rely on Autobooks to manage their business
- 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

### **Required Experience/Skills:**

- 2+ years experience in a customer success or sales role highly preferred
- Experience onboarding individuals or small businesses to new software tools preferred
- Demonstrated history of consistently hitting quotas or KPIs
- Ability to independently stay organized and operate efficiently under time and resource constraints
- Excellent verbal and written communication skills
- High levels of empathy and patience
- Passion for helping small businesses succeed

**Job Type:**

- Full Time

**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](mailto:careers@autobooks.co) and indicate "Customer Success Specialist" as the subject. To learn more about us, visit [www.autobooks.co](http://www.autobooks.co).