



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: *Technical Support Representative*

As a Technical Support Representative, you provide Small Business customers and Financial Institution partners with software support via chat, e-mail, and phone. They will look to you as their consultant and subject matter expert. You enjoy and are proficient at deep dive troubleshooting of technical software issues while also relishing the 'people side': building relationships and delivering outstanding customer service.

Your customer-facing expertise and familiarity with our product will give you the opportunity to partner with Customer Care Leadership, plus Technology Teams, such as Design and Engineering, on a variety of projects, with room for career growth. Experience working in a helpdesk or technical support role at a software or technology company is encouraged.

Responsibilities:

- Develop a deep knowledge of the Autobooks software suite
- Partner with customers to resolve issues through phone, email, and live chat
- Troubleshoot low to medium complexity software issues that lack a previous known resolve; utilize discovery questions and process of elimination; identify potential solutions
- Diagnose software issues and engage with our Product and Engineering teams using established processes
- Answer routine how-to questions and help customers navigate a variety of use-cases
- Complete tickets and administrative tasks with accuracy and care
- Contribute to knowledge management documentation for external/internal customers
- Ability to support and build rapport with Small Businesses of all sizes and types, as well as bank and credit union employees at all levels
- Have a continuous improvement mindset
- Ask probing questions to gain insights on customers' needs, and attempt to expand or retain their business where applicable
- Aid other functional areas with tasks from technical or administrative work to outbound calling initiatives

Required Experience/Skills:



- Experience helping customers with software or hardware in helpdesk or technical support roles (consumer, B2B or internal/employee)
- Experience using dual monitors and navigating multiple internal systems, with reasonable typing accuracy and speed
- Strong verbal and written communication skills
- Collaborative, fast-moving, and comfortable with change
- Fast learner; applies prior learning to new situations
- Analytical and curious; technology focused
- Comfortable with direct customer contact
- High levels of empathy, patience, and problem-solving abilities

Benefits and Perks:

- Flexible, entrepreneurial work environment
- Open and fun workspace in the M@dison Building in downtown Detroit
- Casual dress code
- Healthcare-health insurance, dental and vision coverage, life insurance
- 401k plan
- 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 “Technical Support Representative” as the subject. To learn more about us, visit www.autobooks.co.