

# **Auto Auction Services Corporation – Client Support Specialist**

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## **Job Description**

### **Summary**

Auto Auction Services Corporation (AutoIMS), a B2B technology company serving the automotive remarketing and auction industry, is seeking an experienced, outgoing, and technically-oriented professional to join the Client Support (CS) team. AutoIMS is a fun, close-knit organization seeking the right team member who will contribute to a culture centered around being the Employer, Provider and Investment of choice for our industry.

The successful candidate will be based in our Sandy Springs office, and will primarily work the Eastern Time Zone shift (8am – 5pm ET) or the Central Time Zone shift (9am – 6pm ET). May be asked to occasionally work west coast hours (11am – 8pm) – less than 5% of time.

### **Education/Experience Requirements:**

- Bachelor's degree preferred
- Client support/customer service experience is required
- Troubleshooting skills in a technical environment
- Highly proficient in Microsoft Office (Word, Excel, PowerPoint, and Outlook); and general understanding of business processes and technology
- Experience with Salesforce or similar CRM system preferred

### **Primary Job Responsibilities**

- Provide first-level, incoming technical support via phone and e-mail for clients and auctions on all AASC applications. Escalate issues to 2<sup>nd</sup> level tech support as needed.
- Understand all AASC systems and applications, and stay current on all enhancements.
- Provide AutoIMS training to new and existing clients and auctions.
- Support new and enhanced IT application efforts with feedback and testing prior to launch as needed.
- Assist with written documentation of new enhancements and application releases, including user notifications, newsletter articles, training tools and user guides, FAQs and more.
- Capture and respond to initial client requests for application enhancements and pursue more information as needed to evaluate the request.
- Comply with CS team policy of providing responses to all inbound customer support emails and calls, and system generated error logs within 2 business hours while documenting through our CRM.
- Seek out and participate in special projects including customer satisfaction surveys, proactive client communications, marketing communications, application enhancement planning and business requirements, and more as required.
- Participate and contribute to weekly staff and technical stand-up meetings.

## **Progressive Duties**

While this is a Client Support role, it is expected that the successful candidate will take on expanded duties as their skills progress, including:

Work with Solutions and Contract Management teams to learn about AASC client and auction agreements, procedures, data policies, and billing terms. Know the value propositions associated with AutoIMS applications in order to maximize use of existing services, and adoption of relevant new services/enhancements for our existing client base.

- Identify and hand-off sales opportunities to appropriate colleagues.
- Travel < 10% to conduct in-person training for existing customers.
- Contribute as a Subject Matter Expert and take ownership of product offerings and cross training responsibilities.

## **Skills and Abilities**

- Highly professional and confident verbal and written communication style, including excellent listening skills
- Ability to problem solve quickly, making best use of the resources on your team and across the company
- Desire to learn new and innovative technologies – specifically targeted towards the automotive remarketing industry
- Thrive in a collaborative environment
- Strong service orientation and willingness to put others first
- Confidence to provide support to client contacts at all business levels (clerical through CEO), asking tough questions along the way
- Effective time manager  
Strong organizational skills with the ability to balance multiple projects in addition to day to day tasks
- Flexible work schedule to cover shifts spanning from 8:00am – 8:00pm ET

## **Attractive Benefits**

- 401K Plan
- Profit Sharing
- Group health insurance through Humana
- Paid time off starting immediately (pro-rated for year one)
- Parental Leave

Interested individuals should email AutoIMS at [JoinOurTeam@autoims.com](mailto:JoinOurTeam@autoims.com)

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