



## Customer Success Manager II

### About One View

One View enhances the productivity of auto dealerships by giving them electronic access to and ultimate control over their data. Since 1997, One View has lead digital document management including scanning, archiving, and reporting for the automobile industry. One View stores data in a way that is easy to search, retrieve, transfer and use whenever businesses need access to it. To date, One View has serviced over 3,000 dealers monthly. For more information, visit [www.one-view.com](http://www.one-view.com).

### The Position

The Customer Success Manager II (CSM II) is responsible for customer satisfaction and customer retention. The CSM II will work with other team members to insure our valued customers are extremely satisfied with the service they deserve. The CSM II ensures superior levels of customer satisfaction, high customer retention, and system optimization. The CSM II will proactively reach out to customers via outbound telephone calls.

### Essential Duties and Responsibilities

- Proactively communicates with customers via telephone to ensure progress against objectives and to keep customers notified of updates
- Using our CRM system, identifies and notifies customers that have production issues to help get them resolved
- Escalates customer issues, working in tandem with Support
- Makes customers aware of outstanding balances and helps them with billing issues
- Calls customers to ensure customer information is updated in our CRM system
- Other duties as directed by Director of Sales

### Qualifications

- Motivated self-starter with a positive attitude
- Willingness to learn and try new and creative approaches
- Must be willing to work on the phone for most of the day
- Previous phone experience preferred

### Benefits

- Medical/Vision/Dental
- Paid Time off (Vacation, Holidays, Sick days)
- Casual Dress

Please submit CV with cover letter to [careers@one-view.com](mailto:careers@one-view.com)