

Automotive Inside E-Solutions Manager – Iowa City, Iowa

Job Specs

Hiring Location:	TMone 1925 Boyrum St. Iowa City, IA 52240
Pay:	Up to \$12.25/hr plus \$500 a month average commission
Benefits:	Medical, Dental, Vision, Paid Vacation
Employee Type:	Full Time
Hours:	Multiple shifts available between 6 AM and 7 PM CST

Job Description

All Inside E-Solution Managers (IESMs) will complete formal in class training followed with on-the-job development and mentoring. The primary job of a Solutions Manager is to build on the customer brand relationship through outbound welcome calling, support, instruction and positive customer interactions. Solutions managers should be comfortable cold calling a customer and developing a brand relationship through conversation. Automotive experience, coursework, certifications and knowledge are a plus.

Responsibilities

- Place outbound calls to customers with a strong focus in the post-sale and follow up activities of customers.
- Understanding of product portfolio and ability to effectively present feature and benefits
- Further develop the customer and brand relationship, able to provide customer-centric solutions, and resolve concerns as needed
- Complete all required internal and client trainings.
- Complete performance reviews, goal translations and reviews with managers when required
- Other duties as required

Requirements

- Basic knowledge of Microsoft Windows operating system
- Working knowledge of Microsoft Office
- Proficient in Internet related applications
- Previous call center / technical customer phone support experience
- Customer service and/or customer relationship management or sales experience is a plus
- Excellent communication (oral and written), interpersonal, organizational, and presentation skills.
- Self-motivated, detail-oriented, and organized.
- Able to promptly answer support related email, phone calls, and other electronic communications.
- Ability to work in a professional fast-paced environment
- Ability to learn new products and systems
- Able to work independently and efficiently to meet deadlines
- Sense of urgency to resolve customer's problems and provide highest customer satisfaction
- National Career Readiness program completion a plus
- Aptitude or interest in the Automobile Aftermarket is a plus

About TMone

TMone (pronounced T-M-one) is a leading front and back office Business Process Outsourcing (BPO) company specializing in customer relationship management (CRM) and customer service selling (CSS). When it comes to business-to-business and business-to-consumer customer interactions, TMone is unsurpassed in its ability to provide best in class results in performance, cost, quality and client satisfaction. This approach has made it one of Inc. Magazine's Fastest Growing Private Companies five years in a row. With more than 1,500 call center seats throughout North America, TMone has the ability to meet any customer's specific needs. TMone is committed to delivering the same excellent client experience, service and sales results as it provided to the very first client nearly a decade ago. To find out more, please visit <http://www.TMone.com>. Follow TMone on Twitter: [@TMone](https://twitter.com/TMone).