



CUSTOMER SUCCESS & ONBOARDING SPECIALIST

This is Clubspot

Clubspot is a rapidly growing sports technology startup based in San Francisco. We make software that powers hundreds of membership organizations - eg. yacht clubs, golf & country clubs, racquet clubs, and social clubs. We are disrupting a \$30B industry, with the goal of putting Clubspot in every clubhouse in North America.

- Website: <https://theclubspot.com>
- Location: San Francisco, CA

Customer Success & Onboarding Specialist

This role is all about communication, organization, teamwork, and creative problem solving. You will work hand in hand with customers (club managers and staff) as you onboard hundreds of new clubs to the Clubspot platform, and support them post-launch. You'll build deep relationships with customers, understand each club's unique operations, and guide them through the best onboarding flow to meet their needs.

The ideal candidate will be smart, empathetic, detail-(and solution)-oriented.

Key responsibilities include:

- Manage new implementations end-to-end for our rapidly growing customer base.
- Use your creative problem solving skills and excellent communication to understand customer needs and design the perfect implementation for each new club.
- Onboard, train, and delight customers in record time.
- Cultivate relationships with customers post-launch to ensure they are getting the most out of the platform.
- Provide valuable customer insights to our product and engineering teams to further improve and extend the platform for our customers.

Who you are

Smart, hard-working, eager to learn and move fast. We're hiring exceptional team players who are excited to step up and grow into bigger responsibilities every 6-12 months as the company scales.

Qualifications:

- 1-3 years of experience, or recent grad
- Excited and energized by fast-paced startup environment
- Excellent communication and interpersonal skills
- Good with numbers (yes, even big numbers). STEM background is a plus.
- Passion for golf, tennis, sailing, or other experience in and around golf & country clubs, yacht clubs, racquet clubs is a plus.
- Bachelor's degree or higher

We offer a dynamic and fun working environment, competitive salary, and the opportunity make a big impact at a fast-growing startup. If you're passionate about technology and making customers smile we'd love to hear from you.

To apply, please email careers@theclubspot.com 