



CUSTOMER SUCCESS MANAGER (CSM)

This is Clubspot

Clubspot is a rapidly growing sports technology startup based in San Francisco. We make software that powers hundreds of membership organizations - mostly yacht clubs, country clubs, and racquet 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 HQ (the Presidio)

Customer Success Manager (CSM)

As a startup, we wear a lot of hats (occasionally helmets too), and this role is no different. You will get hands on experience working across our entire customer base at all stages of the customer journey, from onboarding, to account management, to support for live customers. The ideal candidate will be a problem-solving wizard on a mission to make customers happy.

Key responsibilities include:

- Build and maintain strong relationships with customers to ensure they are happier than squirrels sitting on a nut stash
- Identify and understand customers' needs, goals, and pain points and turn them into rainbows and unicorns
- Seamlessly onboard new customers to the Clubspot platform in record time
- Create amazing content for our Help Center to document new and existing features that may cause customers to gasp with awe and delight
- Answer customer questions so fast they won't know what hit them
- Identify opportunities to expand our services and do more for existing customers

Who you are

Smart, hard-working, eager to learn and move fast. We're seeking excellent team players who are excited to step up and grow into bigger responsibilities as the company scales.

Qualifications:

- Excited and energized by fast-paced startup environment
- Excellent communication and interpersonal skills, like a stand-up comedian but with more tact
- Good with numbers (yes, even big numbers). STEM background is a plus. Computer science, business, or accounting classes are a plus.
- Passion for golf, tennis, sailing, or other experience in and around 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 to be part of 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 