



CUSTOMER SUCCESS MANAGER

ABOUT SHOTTRACKER

ShotTracker is redefining sports analytics and fan engagement with a suite of cutting-edge products designed to deliver real-time performance data, video integration, and interactive experiences to coaches, players, teams, and fans at every level.

Our solutions, including Helix (automated stat tracking, analysis and real-time game insights), Pulse (video and stats integration), Scout (AI-powered scouting), and Hype (interactive visualization and fan engagement tools), empower teams to gain a competitive edge while enhancing the fan experience both in-game and through second-screen interactions.

ShotTracker's technology fuels actionable insights and captivating content, enabling teams to make smarter decisions on the court while deepening connections with their fan bases. We're seeking a Customer Success Manager who is passionate about sports, technology and driving innovative change within the game.

ROLE OVERVIEW

As a Customer Success Manager, you will be ShotTracker's primary point of contact for a growing slate of customers and partners. You will ensure that customers are fully trained, maximize their use of our software, and achieve measurable outcomes. By proactively identifying at-risk accounts, monitoring usage metrics, and tracking satisfaction, you will drive customer retention and growth. You will collaborate closely with Sales, Product, Technical, and Marketing teams to influence product improvements, share customer feedback, and support overall business success. Your ability to build strong relationships, anticipate customer needs, and act as the internal "Voice of the Customer" will be key to both your success and the continued growth of ShotTracker.

RESPONSIBILITIES

Your primary goal is to ensure overall customer satisfaction and customer growth, reflected in renewals/retention and upsells/increased usage with each of our customers. To achieve that, you will:

- Oversee the onboarding process for new clients, coordinating internally to ensure deliverables are met, including technical setup, training, and account configuration.
- Train users (coaches, players, video coordinators, admin staff, etc.) on software features and functionality, creating training materials such as demos, videos, and guides.
- Build and execute communication plans to consistently educate, engage, and gather feedback from customers.
- Monitor product usage, adoption metrics, and qualitative feedback to identify opportunities for increased value and efficiency.
- Advocate for customers internally, providing actionable insights to Product, Technical, and Marketing teams to inform roadmap and process improvements.
- Identify at-risk accounts and proactively mitigate potential churn.
- Develop account plans for key customers, identifying upsell and cross-sell opportunities in collaboration with Sales.
- Manage any on-going operational needs. Coordinate internally with teams as necessary.
- Serve as first-line support for customer issues, troubleshooting and collaborating with technical teams to resolve problems and document solutions.
- Assist in pre-sales activities when necessary, sharing expertise to set the foundation for successful engagements.
- Document and track all activity in our CRM platform. Document and track all activity in the CRM platform and report on key success metrics including retention, adoption, and customer satisfaction.



QUALIFICATIONS

- 1-5 years of experience in a customer-facing role (Customer Success, Sales, Customer Support, Project Management, etc.), preferably in software/technology.
- Experience managing customer relationships with a focus on retention, adoption, and value delivery.
- Experience working with sports teams or understanding the “coach mentality” is highly desirable
- Prior exposure to sports analytics, coaching software, or data-driven platforms is a plus.
- Excellent communication, relationship-building, and problem-solving skills.
- Strong technical acumen, with ability to understand and explain software solutions, and troubleshoot as needed.
- Familiarity with CRM tools and user engagement metrics.

WHY JOIN SHOTTRACKER?

- Innovative Technology: Join a team revolutionizing how teams and fans connect through analytics and interactive experiences.
- Impactful Work: Shape the future of sports analytics and fan engagement while helping teams and organizations achieve their goals.
- Collaborative Culture: Work with a passionate and dynamic group of professionals in a fast-growing industry.
- Career Growth: Be part of a company at the forefront of sports technology, with ample opportunities for career advancement.
- Competitive Compensation: Our compensation includes base salary, performance based commission and a comprehensive benefits package.

INTERESTED? COMPLETE THE ONLINE [JOB APPLICATION](#).