

Tagmarshal Customer Success Associate (Western US)

RESPONSIBILITIES:

CUSTOMER SUCCESS:

- Client relationship manager role with a heavy focus on helping customers drive improvement using the Tagmarshal system
- Regional specific focus
- Schedule and facilitate Continuous Improvement Plan with your client base
- Review data and identify applicable strategies to promote/implement continuous improvements at course
- Schedule and facilitate regular Customer Success meetings with your client base
- Follow up and reach out to existing clients marked for priority reach out
- Follow up on support-related client communication and hold Support accountable until resolution of queries
- Provide strategies and guidance to assist and promote achievement of Tagmarshal Awards
- Monitor changes in client behaviour in relation to system usage
- Support clients during season change-over and manage queries effectively while liaising with Operations
- Identify upsell opportunities based on client need or requirements
- Ensure client database is maintained accurately
- Attend PGA, partner and other events in the US and Canada as required

ONBOARDING:

- Manage client relationship from Sales Handover to Operations during Onboarding
- Manage client communication from start of Onboarding to completion
- Manage onboarding timelines and liaise with Operations to ensure timelines are met
- Schedule client onboarding meetings
- Flag low or no system usage during early system adoption phase with Operations and follow up with the course

TRAINING:

- Ensure new clients are trained using the Tagmarshal Academy and follow up to completion
- Run live and/or online system training with new and existing clients as required
- Provide report on client training progress

REPORTING:

- Identify the need for and provide clients with seasonal or regular reporting
- Interpret reports along with Business Intelligence team to provide clients with insight
- Set up reporting discussions with clients and provide insight into performance and opportunities

SALES LIAISON:

- Assist Sales Team by maintaining a strong relationship with course partners
- Liaise with Sales Reps to identify upsell opportunities

GOLF EXPERIENCE:

- PGA Professional/Associate with on course industry experience.

REQUIREMENTS:

- Driven and self-motivated
- Strong time-management skills
- Previous experience with CRM system
- Good problem-solving skills
- Ability to work independently/remotely
- Outcomes-driven
- Analytical Skills
- Client-centred approach
- Conflict management skills

RELEVANT EXPERIENCE:

- Graduate studies or equivalent
- Experience in Customer Service or Client Relationship Management (preferable)
- Knowledge of golf (required)
- Experience working with remote team (advantageous)

HOURS:

Monday - Friday: 8 hours a day - hours may vary with Internal Meetings

Ability to travel and assist course partners within the United States when required is a key part of this role

LOCATION:

Candidates need to be located in Mountain or Pacific Time Zones due to the regional focus of their role.

COMPENSATION:

- Annual Salary \$50,000USD
- Available medical benefit of \$550USD monthly
- Federal Holidays off
- 16 Vacation days per year (accrued)
- 12 Sick Days per year

HOW TO APPLY:

[Submit Application](#)