



Customer Success Account Manager

Job Title: Customer Success Account Manager

Location: Stellenbosch, South Africa

Company: Inrange Golf

Inrange® is a leading global innovator in ball-tracking and driving range software. We create data-rich, immersive experiences for golfers of all levels—from the dedicated to the social—across over 50 venues worldwide.

We are seeking a **Customer Success Account Manager** to join our passionate team in Stellenbosch. This is a dynamic role focused on building lasting relationships with existing clients, managing site performance, and ensuring optimal revenue growth through a consultative and strategic approach.

Key Responsibilities

Transactional Customer Success management (day to day)

- Monthly performance reports for client meetings and engagement
- Analyse site performance data on an ongoing basis to extract key insights for reporting
- Understand the Customer journey and business case modelling
- Customer success CRM management
- Tool and strategy document use and refinement
- Execution of plans against set strategies for each client
- Billing & debtor collection support
- Understand New releases, functionality and software updates
- Campaign management

Go-live site support

- Understand the installation process and the components and how they have an impact
- Ensure that clients are taken live in a high touch business consulting manner while understanding the technical components of the installation
- Ensure all go-live sites have the correct branding (all necessary marketing elements)

Revenue optimisation

- Identify revenue generation opportunities within clients and support those clients to achieve these revenue improvements
- Incorporate a Rev consulting approach with select customers (where needed)

Customer issue management (always on)

- Know, understand & support the resolution of issues
- Own the “voice of the client” with any site issues
- Clear communication (internally & externally)

Relationship management (always on)

- Establish & grow new and existing client relationships
- On site engagement to help with the above (i.e travel as and when)

What You'll Need**Minimum Requirements:**

- Bachelor's degree in Engineering, CA, BSc, Business Science or related
- 3+ years' experience in customer/account management
- 2+ years' experience in project management (desirable)
- 2+ years' experience in Business consulting (desirable)
- Intermediate to advanced understanding of data tools, Office Suite, and customer analytics
- Experience in golf, sports, hospitality, or entertainment sectors (beneficial)

Skills & Competencies:

- Strong interpersonal, communication, and relationship-building skills
- Strategic thinking and project execution ability
- Commercially minded, results driven with an entrepreneurial outlook
- Highly organized with strong time management
- Technically comfortable and quick to learn new systems
- Resilient and solutions-focused under pressure

What You'll Get From Us

- Market-related salary
- 25 days annual leave
- Flexible hybrid work model (Stellenbosch office)
- Free daily lunch when in-office
- Inclusive staff events throughout the year
- Free practice sessions and socials at local partner driving ranges
- Exposure to global sports-tech operations and campaigns

How to Apply:

If you think you're the right person to help bring the Inrange vision to life, then submit your resume and a cover letter explaining why you are the ideal candidate for this role to cstuart@inrangegolf.com and cc in rustindale@inrangegolf.com.

Note: Inrange Golf is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We encourage candidates of all backgrounds and preferences to apply.

Applications Close: Open until filled