CUSTOMER SUCCESS ACCOUNT MANAGER

About Inrange®

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 dedicated players to social groups—across over 90 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

Run-rate account management (day to day)

- Manage a portfolio of live venues with regular, proactive and value-driven contact
- Produce monthly site performance reports and analyse site data on an ongoing basis to extract insights
- Deploy Inrange playbooks and activation strategies at site level, including global campaigns, range-as-a-service initiatives, Inrange World Tour and corporate activation
- Keep the CRM, account plans and strategy documents up to date, and share feedback on what works to help improve team tools
- Stay across new releases, functionality and software updates, and explain their value to clients
- Act as the “voice of the client” on site issues, supporting resolution with clear internal and external communication
- Support billing and debtor collection

Proactive Revenue optimisation (account management)

- Act as a trusted adviser to your venues, keeping conversations focused on the venue’s business and how Inrange helps it grow
- Benchmark your venues against comparable sites and bring forward commercial ideas (e.g. yield management, corporate leagues, hourly rental) using Inrange playbooks

● Spot where activation programmes are underperforming, work out why, and adjust the approach with support from the wider team
● Turn site performance data into a clear 2–3 point summary for client business reviews
● Prepare and run regular business reviews with venue managers, and track agreed actions through to completion
● Build strong relationships with venue managers and staff, including on-site visits (travel as required)
● Use AI tools and data to prepare well for every client conversation

Go-live support & post-launch activation

● Support on-schedule technical, operational, and commercial go-lives
● Understand installation processes and flag site-specific risks
● Ensure client alignment on customer journey, pricing, and activation
● Track engagement/utilisation during the first 90 days
● Conduct post-go-live reviews and share learnings

Brand asset deployment & compliance

● Maintain the Inrange brand standard across the venues in your portfolio, physical and digital
● Coordinate brand collateral ahead of go-live so every site promotes the Inrange brand from day one
● Position brand assets as commercial value to the venue (“this is what a world-class facility looks like”), not as compliance
● Use examples from other venues to show the engagement uplift that follows brand deployment
● Push for premium brand placement (website, building frontage, digital displays) and keep brand scores up to date for your sites

Global & local campaign activation

● Ensure your venues actively promote Inrange-powered experiences across digital and physical channels, so players know what they’re playing on
● Check the app download flow (QR codes, signage, in-bay prompts) is visible, working and promoted at every venue
● Encourage venues to feature Inrange experiences on their social and web channels
● Brief venue staff on promoting the Inrange experience as part of the welcome and session set-up
● Keep global campaign and range-as-a-service collateral, including Inrange World Tour, visible and current at every venue
● Check player-facing brand touchpoints on every site visit rather than assuming they are still in place

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
● Global travel opportunities for go-live sites
● 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 russtindale@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