

CLIENT SUCCESS MANAGER

Fanalytical, an emerging force in marketing data analytics and sales acceleration for college sports and advancement as well as professional sports teams. Our platform allows colleges and sports teams to better engage their fans and grow ticketing and donation revenues. We seek a skilled client-facing team member who can successfully guide new client onboarding processes, advocate for client priorities, champion technology roadmap activities.

The ideal candidate will bring the experience, mindset and values to deliver for our clients in an exciting and growing space: sports and advancement analytics, predictive modeling and visualizations.

- Are you a technology “**Rosetta Stone**,” skilled at translating client use-cases and functionality goals into prioritized technical deliverables?
- Do you readily blend **trailblazer** and **systematizer** mindset, enabling our rapid growth by establishing repeatable onboarding processes and ongoing client platform utilization?
- You get data **and** people! You’re equally adept at performing complex technical work and collaborating with the people who use our platform.

If these capabilities describe you, then read further! Fanalytical’s Client Success Manager will successfully support client onboarding projects by anticipating the needs of the clients and ensuring team-wide alignment. To be successful in this role, you will need a high sense of urgency to take charge and collaborate with internal teams and external partners. You will adeptly build out and implement processes to exceed client expectations.

Job Responsibilities:

- Work alongside the sales team to document and assess prospect data sources and recommend integration best-practices;
- Serve as project manager to deliver client onboarding tasks through internal team members, including data source integration, ETL, platform configuration, and client-use case customizations;
- Provide technical, business-process best-practice and product expertise to our clients;
- Facilitate internal and client-facing technical discussions to determine short-term development priorities and long-term product roadmap opportunities;
- Identify and document use cases, roles and business requirements for successful client onboarding;
- Support analytics, engineering and visualization teams during onboarding process;
- Produce, manage and distribute client-facing documentation and resources;
- Provide engagement status to key stakeholders using status reports as well as milestone and progress trackers;
- Train, coach and support new clients during the onboarding process and with ongoing feature releases;
- Continually assess clients use of the platform and drive improved satisfaction and adoption;
- Serve as the ‘voice of the customer’ and provide internal feedback on how we can improve the product and client experience; and,
- Identify areas for process improvement and make recommendations for actionable solutions.

To be successful in this role, you will need to:

- Be skilled at data integration and ETL with an ability to document and communicate requirements between client, internal teams and third parties;
- Utilize effective written and verbal communication, as well as interpersonal diplomacy and tact;
- Operate at a quick pace while being highly responsible and responsive, delivering work in a timely manner, and handling multiple projects simultaneously;
- Motivate others to meet deadlines with consistency; and,
- Exhibit a calm demeanor while assessing progress and risk, including appropriate escalation.

Interested? This is what we need to see on your resume:

- Proven work experience in relevant industry;
- Bachelor’s degree in technology-related field;
- Experience working with CRMs (i.e., Salesforce, Hubspot, MS Dynamics, etc.), data warehouse / data mart and data source integration principles;
- Technical experience and skills in data visualization; and,
- 2-5 years of SaaS client-onboarding, client support and/or professional services experience.