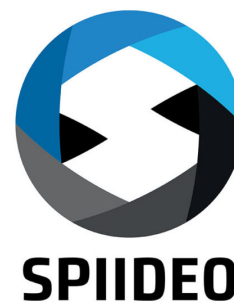


Customer Success Manager – Sports Performance



Phone :
Web : spiideo.com

Job Summary

Vacancy :
Deadline : Apr 21, 2025
Published : Mar 21, 2025
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Are you our next German + Swedish speaking Customer Success Manager? You will manage a portfolio of Leagues, Conferences and sports organizations, helping them maximize their potential with Spiideo.

We are looking for a Customer Success Manager to join the Spiideo team!

Spiideo is a global leader in automated, cloud-based solutions for sports video analysis and streaming.

Trusted by thousands of organizations worldwide, Spiideo serves some of the most renowned professional and collegiate teams, media companies, and leagues and federations.

Join the Customer Success team if you would love the opportunity to manage some of the top sports organizations across Europe.

This role is based in Malmö, Sweden and you will report directly to the VP of Customer Success.

The role:

You will manage a diverse portfolio of clubs and leagues across Europe and Scandinavia with a primary focus in Germany, Switzerland and Austria. Fluency in German and Swedish is required to effectively manage the German and Scandinavian markets.

Core responsibilities:

- **Onboarding & Training:** help new customers get onboarded with Spiideo
- **Customer Satisfaction:** delivering exceptional guidance, maximize potential
- **Renewals:** proactive management to achieve company renewal targets
- **Upsell & Expansion:** identify opportunities to maximize and expand usage
- **Churn management:** proactively engage to reduce churn and ensure success
- **Relationship building:** cultivate strong, trusted partnerships with key stakeholders
- **Process development:** ability to coordinate and manage complex implementations

What type of customers would you manage?

You will manage a portfolio of Sports clubs and Leagues across a variety of sports (Football, Ice Hockey, Basketball, Handball, etc.) using all of Spiideo's products: Spiideo Perform (video analysis), Spiideo Play (streaming), and Spiideo Replay (VAR).

- Leagues
- Professional clubs and academies
- Lower tier professional clubs

What we are looking for:

- Prior Customer Success or Sales experience (at least 2 years)
- Fluent in German, Swedish and English, both written and spoken
- Sports tech industry is a bonus
- Very process-driven and structured approach to working
- Self-motivated, takes initiative, positive, team-first attitude
- Excellent ability to train customers via Webinars, 1on1 meetings, etc.
- Strong problem solving skills
- Excellent communication and presentation skills
- Passion for customer success and get joy out of seeing our customers succeed

What we can offer:

- The chance to make an impact in a growing, international SaaS company
- A friendly and skilled multinational team
- Access to cutting-edge tools and resources to empower your work
- Benefits package that includes an extensive pension & insurance package in line with collective agreements, wellness contribution, parental leave benefits and the opportunity to spend two working hours per week on physical activity.

Location: Spiideo's office at Lilla Torg 1 in Malmö

Remote status: Office first (Hybrid, minimum 3 days in Malmö office per week)

Application

You will be part of an international team with knowledgeable and friendly people from many different nationalities and backgrounds. We welcome applicants from all backgrounds to contribute their unique perspectives, skills, and experiences, fostering a diverse and inclusive workforce across Spiideo.

We believe that when the best people work together in an open environment, magic happens. Apply now and become an integral part of our success story! We review new applications continuously.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
