



# Client Success Manager - Sports

SANTA MONICA, CA / CLIENT SUCCESS / FULL TIME - REMOTE / REMOTE

TIXR is a leading ticketing technology company and exclusive partner with some of the largest Live and Virtual Events, festivals and venues, monetizing through event ticketing, merchandise, food & beverage, and hotel hospitality for passionate fans around the world.

## About Tixr Client Success

The future of live events is here. At Tixr we are redefining ticketing and event management from interface to business model, providing powerful and innovative tools to maximize event promotion and revenue, while making it easier, faster, and more fun for audiences to buy tickets. We are a well-funded startup headquartered in Santa Monica, CA, serving tastemaker clients around the world and the largest event producers across a few key industry verticals.

## The Opportunity

We're looking for an exceptional Client Success Manager with sports ticketing operations experience. Our Client Success team is hugely valuable and is partly responsible for the success and long-term growth of our clients, helping to ensure they maximize the value they receive from our product and cultivating a successful long-term partnership.

## Responsibilities

- Function as the day-to-day contact for numerous sports clients
- Serve as a strategic partner to help sports clients maximize ticket sales
- Coordinate with Fan Support and Field Operations personnel
- Communicate product needs to Dev team
- Relay client feature requests to Sales team and gauge client temperature
- Communicate overall client health and temperature to Director of Client Success
- Perform regular high-level client check-ins to discuss account health and strategies
- Build and nurture strong client relationships
- Gain a deep understanding of clients' business operations and needs in an effort to help them meet their business objectives
- Ensure that clients properly utilize all applicable product offerings
- Onboard and train new clients
- Act as a consultant, advising on best practices regarding season/event builds, onsales, reporting, etc.
- Educate clients about and help them adopt new features as they're released
- Provide onsite hardware and software support at events, as needed
- Proactively address client needs

## **The Skill Set**

- 2+ years in sports ticketing
- Experience with season ticketing, renewals, invoicing, and postseason is a plus
- Excellent project management skills
- Great communicator with professional demeanor
- Highly organized and detail-oriented
- Passion and appreciation for technology, design, and sporting events
- Ability to multitask and prioritize competing demands

- Strong service orientation
- Creative problem-solving skills
- Knowledgeable about the ticketing industry and live events

## The Perks

- Competitive salary and equity opportunities
- Health benefits starting at \$0 premium for you and your choice of dental and vision plans
- 401k
- Unlimited PTO, holidays, a paid day off on your birthday
- Fun and relaxed work environment
- Office in the heart of Santa Monica Promenade
- Access to awesome events!

Tixr is modernizing live and virtual events commerce providing end-to-end execution for events that serve over 50,000 fans daily across the world and make a material impact on our partners' revenue and operations. We're hyper-focused on large-scale, complex event organizations that require high-performance systems, agile development and white-glove service with rapid response times. The Tixr Platform provides event ticketing and entertainment commerce with merchandise, food & beverage, and Livestream and a full-scale system that supports registration, point-of-sale and scanning software as well as a variety of additional services, inclusive of payment processing, security support, data insights, promotions strategy, fan support, on-premise support, and 3rd party integrations. Tixr is currently the exclusive ticketing platform for over 100 global and publicly listed organizations such as LIV Golf, Acura Grand Prix of Long Beach, Wynn Resorts, Dreamhack/ESL and VidCon (VIACOM).

Tixr is an equal opportunity employer. We are committed to a positive work environment for people of all backgrounds, and will not discriminate against an applicant or employee on the basis of age, sex, sexual orientation, race, color, creed, religion, ethnicity, national origin, alienage or

citizenship, disability, marital status, military status, pregnancy or any other legally -recognized protected basis under federal, state or local laws, regulations or ordinances.

We comply with the Americans with Disabilities Act and applicable state and local laws with regard to providing reasonable accommodation for qualified individuals with disabilities. Please inform our Human Resources Department if you need assistance completing any forms or to otherwise participate in the application process.

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