



Title: Club Support Specialist
HQ Location: Shoreview, MN
Status: Full-time/Exempt
Reports to: Support Manager

Email your resume and CV to Laura@foretees.com

Company Overview:

ForeTees - Club Software Made Simple

Our mission is to empower golf clubs by developing and supporting software that streamlines club operations, is simple to use, and elevates the experience for both members and staff. We are committed to innovation, collaboration, and integrity, using the latest technologies to address the unique challenges faced by private and semi-private clubs. Our products (POS, Accounting, Reservations, Websites, and Apps) are designed to be exceptionally reliable, user-friendly, scalable, and seamlessly integrated. As we aim to lead the market in technological advancements, our goal is to become the trusted partner of golf clubs, consistently delivering high-quality solutions that meet our customers' evolving needs and provide an outstanding experience for the entire club industry.

Position Summary:

The ForeTees Support Specialist position is responsible for customer support, software implementation and training of staff members at private country clubs. This position is responsible for training new and existing customers on how to use ForeTees products, and ongoing phone and email support. There are various ForeTees products: Websites, Dining, Golf, Court & Reservations, Business, Banquets, Membership, POS and App.

Responsibilities:

- Daily interactions with customers to deliver training and troubleshoot any challenges they may encounter.
- Provides training to club staff on how to use each purchased product. Walk the users through step-by-step procedures and answer questions effectively and accurately.
- Maintains customer records (calls, emails, cases) within Salesforce.
- Keeps up to date on the documentation of implementation process and phases.
- Creates training guides and videos that provide customer training on functionality.
- Creates a seamless transition for the club through all stages: the initial product sales, gathering club information, building customer sites, training the club users.
- Key roles include, but not limited to: providing exceptional customer support, implementing software solutions, driving development projects, and designing innovative new features.
- Prioritize, document and manage multiple tasks, ensuring that tasks are timely and accurately completed.



- Attend and give demos of ForeTees products at participating Events or Shows (ie, PGA and CMAA show).
- Point Person for Club Implementations: data collection, product builds, leading and scheduling meetings, training, and ensuring proper documentation.

Scheduling Expectations:

- In office Monday - Friday
- Weekend on call rotation (remote)
- Evening on call rotation (remote)
- Holiday on call rotation (remote)

Skills:

- Positive and calm in interactions with customers
- Able to actively listen and empathize with issues being addressed
- Proactive to address a club's questions or future needs
- Effective, concise and prompt communication when helping solve issues
- Technical Mindset, familiarity with Club best practices and uses of products
- Experience in training individuals or speaking to groups with a variety of learning styles
- Technology savvy: basic Excel and keyboard proficiency

Qualifications:

- Bachelor's degree
- Club experience is preferred
- Customer service experience

Employee Benefit Highlights:

- Comprehensive wellness and insurance packages
- Company retirement match
- Onsite Activity Room: Golf simulator, Peloton & elliptical
- Continuing education allowance
- Holiday and PTO [vacation, sick & safe time]
- Company sponsored team leagues (i.e., Volleyball and Women's Golf League Night) and Regular Team Events
- Work with a talented team in a collaborative and supportive environment

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