



Helping good happen

Over 20,000 nonprofits and socially minded companies have used FrontStream's fundraising software to power their auctions, charity events, peer-to-peer and online fundraising, and employee giving. Simply put, we help our customers raise more for their causes, and do more good in their communities.

POSITION: Customer Service Specialist

THE ROLE

FrontStream is seeking a **Customer Service Specialist**, a bright trainer and project manager who loves to make our customers happy! As one of the top online fundraising products in North America, we have thousands of customers who we aim to retain long-term. You'll have a fantastic group of customers assigned to you, and you'll come in to work every day thinking about how you can help them. Do they need help using our software to fundraise? Do they have in-depth questions about a feature or setting? Do you have great ideas on how they could fundraise more effectively online? Is there a service we could provide that might help them raise more or save time? You need to be thinking strategically every day on how you can help your client fundraise more effectively using our platform.

WHAT YOU'LL DO

- Organize and deliver effective product and configuration training sessions with confidence.
- Create individualized onboarding success plans to maximize customer satisfaction.
- Set up new customers and fully support them through the onboarding stage.
- Continuously work to update our web-based onboarding platform, based on internal and customer feedback, and use that knowledge to update our Knowledge Base articles.
- Direct and work closely with internal subject matter experts to show them how to update articles and courses, and coach them on how to manage updates on an ongoing basis.
- Work closely with Customer Support Managers to solve escalated issues, as needed.
- Work directly with customers to deliver Premium Support packages such as additional training, event builds, design packages, setting up featured items, IT and data projects.
- Understand client requirements to develop project proposals and plans. Manage each project through step by step from start to finish and deliver on time.

- Review and monitor current processes and make suggestions for improvement to help our customers meet their goals.
- Manage product issues and/or provide workarounds, as well as fixing errors as needed.

WHO YOU ARE

- You have at least two to three years of customer facing experience in a Customer Success, Sales, Account Management or Project Management role.
- You have training, coaching or leadership experience.
- You have strong verbal and written communication skills with the ability to communicate and listen to a diverse audience.
- You are self-motivated and can do much of the product training yourself.
- You have experience managing project implementations and managing multiple projects at one time.
- You are positive, approachable, friendly, and you love helping people.
- You can think outside the box to provide customers with the best possible set-up and service.
- You are a great team player and getting along well with internal colleagues is important to you.
- You have strong organizational and project planning skills and can adapt quickly when priorities change.
- You are a decision maker with attention to detail.

OUR AWESOME BENEFITS

- 100% Remote Work! No more “when will we have to go back into the office” worries. FrontStream supports remote employees all over North America.
- Complete health, vision, and dental insurance.
- FSA & HSA
- No rigid vacation policy, instead FrontStream provides employees with “Responsible Time Off” – we trust you to take the time you need when you need it.
- Paid holidays
- 401(k)/RRSP contribution programs with employer match.

DIVERSITY STATEMENT

At FrontStream, diversity is fundamental to how we grow and manage our business. We're committed to building a diverse workforce that cultivates and supports individuals of all backgrounds, and we strongly encourage people of different races, ethnicities, sexual orientations, gender identities, veterans, and persons with disabilities to apply. FrontStream is an equal opportunity employer, and we will welcome everyone to our team!

Interested?

Submit your resume to careers@frontstream.com with “Customer Service Specialist” in the subject line.