



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 Support Lead

THE ROLE

Do you enjoy working with others and being part of a problem-solving team? Do you take the initiative to move the project forward? Do you support a fun AND productive work balance? If so, you may be a good fit to join the Customer Support leadership team! This position will work with the Manager of Customer Support and other departments to successfully manage the team and provide the best customer experience for our customers. This will include being the first point of escalation for support items the team members need help with, overseeing workflow and monitoring support tickets and calls for quality assurance, and much more. The support lead will need to help identify and remedy gaps in processes and efficiencies with overall SOP's.

WHAT YOU'LL DO

- Acting admin on multiple systems
- Management of support team, daily check in team calls, handling escalations
- Monitor productivity and Quality Assurance of support tickets and calls queues.
- Consistently reviewing processes and procedures for improvement and efficiency
- Oversee projects and delegate tasks, as needed.
- Communicate with other departments to ensure effective communication between departments.
- Work closely with Training Specialist to develop training materials, and processes.
- Attending leadership meetings, pull weekly reports to support key metrics of department.

WHO YOU ARE

- 2 years experience in a leadership role
- Helpdesk ticket system reporting knowledge, preferably Zendesk

- Excellent written communication and ability to provide detailed documentation

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 & HAS (US EEs only)
- 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 Support Lead” in the subject line.