

## **Client Support Specialist – (Lancaster, PA)**

**FrontStream** is seeking a **Client Support Specialist** to join our Lancaster team.

If applying your skills at a company that supports hundreds of top charities (on three continents!) sounds appealing ... we want to talk to you!

FrontStream is a fast-growing and international company that has been serving the nonprofit sector for more than a decade, and we love what we do. Our products include the most innovative event management, corporate social responsibility, and online fundraising solutions in the world. Our team is collaborative, enthusiastic, and delivers on our promises.

As a client support specialist, you are the first point of contact for our clients as the face and voice of FrontStream. You will provide superior customer service skills when assisting our clients in the use of our products, its features and how it can best be used to grow their business. You will act as the voice of the customer, communicating ideas and suggestion to our internal product and development teams to improve our product and services.

### ***Responsibilities include:***

- Work with users to identify, troubleshoot and resolve issues as well as collect feedback that will help improve our products.
- Manage and resolve support requests over the phone and email.
- Update or create support articles, if applicable.
- Identify improvements to the system and communicate them to the Product team.
- Provide a positive, personalized experience to each customer who reaches out to us.

### ***Job Requirements include:***

- 1-2 years experience working in a software or hardware support role
- Strong written and verbal communication skills
- Demonstrated ability to quickly learn and use technologies
- Demonstrated problem solving skills
- True passion for helping others and an appreciation for solving challenging technology related problems
- Excited about learning in a rapidly growing environment
- A team player who can stay cool under pressure

### ***The ideal candidate will have:***

- Previous contact center, ticket resolution and customer experience
- Previous technical troubleshooting experience



- Non-profit experience – working and/or volunteer
- Demonstrated knowledge and familiarity with HTML, CSS
- Basic knowledge of various mobile platforms: iOS, Android

The company is headquartered in Reston, VA and has offices in Cambridge, MA, Lancaster, PA, Toronto, ON and West Melbourne, VIC, Australia.

Interested candidates should send resume, references and salary history to: [careers@frontstreampayments.com](mailto:careers@frontstreampayments.com) with “**Client Spec LAN**” in the subject line. No phone calls please.

FrontStream is an equal opportunity employer. The successful applicant will have proven eligibility to work in the United States.