

Operations Analyst- Cambridge, MA

FrontStream is seeking an **Operations Analyst** in **Cambridge, MA** to join our growing and innovative technology services team. Whether you are a recent graduate with an analytical aptitude or have a few years' experience analyzing data, you are encouraged to apply!

Company Overview:

FrontStream is the industry leading organization of SaaS fundraising solutions for nonprofits. We provide an integrated, enterprise-wide fundraising platform for all your fundraising, auction, donor management, corporate social responsibility (CSR), and payment processing needs via our leading social innovation products. Our team is collaborative, enthusiastic, and delivers on our promises.

Over 10,000 nonprofit and corporate customers use our Intelligent Engagement Platform. We have been serving the nonprofit sector for more than a decade, and we love what we do!

Position Overview:

The **Operations Analyst** is responsible for analysis and insights about FrontStream's prospects, customer performance, product usage and retention as well as for processes relating to customer acquisition, customer performance, and customer retention efforts across multiple channels. The objective of this role is to provide important and actionable insights on these area to various groups within the company.

The ideal candidate is naturally curious, is driven to understand customer and prospect behavior, has Salesforce.com and MS Excel skills, (Tableau is a plus!) and is comfortable collaborating with multiple stakeholders including sales, marketing, customer service, product management, and finance.

Responsibilities Include:

- Provide insight and reports about customer experience behaviors and trends using data analysis
- Analyze and pull metrics from Salesforce to produce insights on how we can improve and grow customer loyalty
- Work with Marketing, Sales, & Client Services team to track KPIs (Lead generation, opportunities, sales, customer retention & satisfaction)
- Work with our Salesforce Administrator to document Salesforce processes & execute training schedule, troubleshoot issues, monitor campaigns, and refine process for identifying data issues
- Segment customer data to create targeted lists for marketing campaigns

- Communicate and present findings and become a trusted customer experience analytics advisor for the organization

Desired Skills and Experience Include:

- 1-4 years of experience working as an analyst to gain insight into customers and prospect behavior; recent grads with relevant internships encouraged to apply!
- Bachelor's Degree in Business or related field
- Proficiency in Salesforce.com preferred, especially competencies in running reports & dashboards
- Ability to analyze data through Excel (Tableau)
- Marketing Automation Experience (Pardot) - Preferred
- Self-motivated; able to work independently to complete tasks and to collaborate with others to utilize their resources and knowledge to identify high quality solutions

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

Interested candidates should send resume, references and salary history to: careers@frontstream.com with "**Operations Analyst - CAM**" 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.