

Account Manager- Cambridge, MA

FrontStream is looking to hire a bright and talented **Account Manager** in our **Cambridge, MA** office who is a customer relationship-builder that loves to make our clients – nonprofits serving important causes – as happy as can be.

Company Overview:

FrontStream is a fast-growing and international SaaS technology 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.

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

Position Overview:

As the top online fundraising product in North America, we have thousands of clients who we aim to retain long-term. You'll have a fantastic group of clients assigned to you, and you'll come into work every day thinking about how you can help them. Do they need help using our software to fundraise? Do you have great ideas on how they could fundraise more effectively online? Did you read a relevant article that will help them in some fashion, so you want to forward it to them right away? You need to be thinking strategically every day on how you can help your client fundraise more effectively online using our platform.

Responsibilities Include:

- Lead the day-to-day business operations with each client so they're using our fundraising platform to its full potential which includes providing fundraising guidance, growth strategies, and product support
- Create authentic and genuine relationships with key decision makers for each account by providing them with a high level of value and service
- Educate and teach best practices to your clients; You're going to be expected to show and encourage your clients the value and importance of using our platform and explain ways in which they can improve
- Become an expert in our fundraising platform (FirstGiving) inside and out; We don't expect you to be an expert right out of the gate, but you need to be the type of person that loves the idea of complete mastery and will do whatever is needed to get to this level
- Create and execute strategic account plans for your clients to ensure your clients fundraise as much money as possible using our platform
- Develop webinar series for clients and present throughout the year

- Understand how technology impacts organizations and can identify opportunities to promote, sell and support other platforms in the FrontStream family that your clients use

Desired Skills and Experience Include:

- Proven track record of success in an Account Management position where the client was the key focus
- Ability to prioritize and stay focused; You're going to be managing a lot of accounts so it will be fast paced
- Excellent customer service and communication skills; Both written and verbal
- Strong attention to detail is required
- Diligent tracking and documentation of client interactions
- Ability to pick up innovative technologies fast and apply them
- Background in the non-profit industry (school and/or employment) is highly preferred
- Working knowledge of FirstGiving is ideal

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 "**Account Manager- 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.