

Manager, Account Management – Artez- Toronto, ON

FrontStream is seeking to hire a bright and talented **Manager, Account Management** in our **Toronto, ON** office, reporting into the Vice President, Customer Services. You will be responsible for the growth and wellness of Artez's customers. A strong customer relationship-builder that loves to make our clients – nonprofits serving important causes – as happy as can be.

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:

As the top online fundraising product in North America, we have thousands of clients who we aim to retain long-term and build strong strategic relationships. You'll will be responsible for increasing customer retention by overseeing the onboarding for new customers, extending our organic growth through up-sell of Artez's offering to optimize customers campaigns and events, along with cross sell of FrontStream's services. This role will proactively work with customers, from frontline to senior staff, to help illustrate the value of FrontStream, spread adoption and increase retention. You know the challenges of our customers because you listen well. You are a great problem solver, and can adeptly know how Artez and FrontStream can help. You have a never-quit attitude, with an attitude that the customer always comes first.

Responsibilities Include:

- Lead, coach and guide the day-to-day business operations of the Artez Account Management team
- Help define and optimize the customer lifecycle, from onboarding, to strategic growth, through to retention
- Create authentic and genuine relationships with key decision makers from our top revenue generating accounts
- Proactively identify at risk customers through continuous outreach, feedback and usage
- Educate and teach best practices to your Account Management team and Identify process improvement areas
- Become an expert in our fundraising platform (Artez) inside and out
- Be a voice of the customer by developing deep insights about customers and competitors to help shape sales strategy

- Develop and present (as required) presentations and product demonstrations for RFPs
- Monthly reporting required on key deliverables (KPIs)
- Attend and participate in industry events; Occasional travel may be required

Desired Skills:

- Highly developed interpersonal skills, verbal and written communications skills and demonstrated ability to deal effectively with all levels of FrontStream
- Service-oriented focus: well developed customer service and problem-solving skills with attention to detail; the ability to listen and communicate ideas effectively; and the ability to perform under pressure
- Ability to negotiate with organizations regarding their contract terms
- Demonstrated experience supervising, leading, motivating, developing and training teams.
- Considerable experience and success in initiating, planning and implementing change initiatives and project management
- Strong organizational skills; Roll up your sleeves attitude to the position.

Required Qualifications:

- 5 - 10 years in a client-facing, leadership role building effective, trusted, long term business relationships with executive level stakeholders
- 2-3 years leading a Client Success team in an integrated customer success organization
- Proven ability to identify opportunities for optimization; consulting or business transformation experience is an asset
- Demonstrated experience defining goals and metrics for a high performing team of professionals; proven track record of successfully growing teams while maintaining a positive, outcomes-oriented, client-focused culture
- Proven ability to optimize renewals and cross-sell opportunities in a SaaS revenue model
- Background in the non-profit industry (school and/or employment) is highly preferred
- Working knowledge of Artez is ideal
- Experience with Salesforce is a plus
- Fluency (written & oral) in English (mandatory), French (plus)
- University degree

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 "**Manager, Account Management - TOR**" in the subject line. No phone calls please.

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