

Customer Service Manager – Lancaster, PA

FrontStream is seeking a **Customer Service Manager** to join our growing, innovative, technology services team in our **Lancaster, PA** office. This position reports to the Vice President, Customer Services.

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 Customer Service Manager serves as a link between business management and customers and plays an integral role. This position works closely with customer management teams and other company stakeholders to ensure FrontStream services are delivered effectively and efficiently. This role helps maintain customer satisfaction by providing problem-solving and team management.

Responsibilities include:

- Manage and provide oversight to 15-20 customer service team members by communicating and ensuring job expectations are met so each member can accomplish work objectives
- Participates in the recruitment, selection, and training of new team hires
- Maximizes customer service performance of the team by providing advice and problem resolution
- Maintains and improves productivity, quality, and customer service standards
- Makes customer and their needs a primary focus and develops sustaining productive customer relationships
- Maintains stable performance under pressure with a positive attitude
- Possesses, acquires, and maintains the technical/professional expertise required to perform job effectively

Desired Skills and Experience include:

- Proven track record in a customer or client service environment
- 3-5 years of experience managing customer or client service teams

- Exceptional interpersonal skills with a broad array of personality types
- Strong analytical, verbal, and written communication skills
- Ability to work in a fast-paced environment
- A high degree of self-motivation
- Strong organizational and management skills, great attention to detail
- Bachelor's degree, or equivalent work experience
- Strong background with Zendesk and Salesforce (SLAs)
- Experience with a FrontStream product is preferred

Interested candidates should send resume, references and salary history to: careers@frontstream.com with **"Customer Service Mgr. - LAN"** in the subject line. No phone calls please.

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

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