

Customer Success Manager- Lancaster, PA

FrontStream is seeking a **Customer Success Manager** in **Lancaster, PA** that is a bright relationship-builder who loves to make our customers – 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 a Customer Success Manager, you will be responsible for working with new and existing customers to ensure that they are successful with our GiftWorks Cloud CRM. As part of the company's Customer Success organization, you will work with our Onboarding and Customer Support Teams to ensure a customer's journey from purchase to production is smooth and well managed. You will also monitor a customer's on-going health and establish a cadence for client interactions that ensure each customer is fully optimized on their existing deployed solutions. In summary, your job is to ensure that you deliver value to our customers.

Responsibilities Include:

- Manage ongoing customer needs effectively to drive high customer retention and loyalty
- Engage with customer executives and other influential stakeholders to identify, define, track and measure the overall impact of GiftWorks Cloud and FrontStream to the organization.
- Advocate customer needs/issues cross-departmentally and develop, prepare, and nurture customers for advocacy
- Drive customer participation in GiftWorks Cloud and use of available knowledge base and online support tools
- Partner with internal stakeholders to develop renewal readiness action plan to address any obstacles limiting adoption or creating renewal risk
- Develop and deliver "success plans" to key customers identifying stakeholders, milestones, metrics, and risks
- Demonstrate advanced insights and understanding of the Non-Profit business.
- Work to identify and/or develop upsell opportunities within the Frontstream suite that your customers use

Desired Skills:

- Proven track record of success in school and business
- At least 3 years of customer facing experience in a Customer Success, Sales, Account Management or Project Management role
- Strong verbal, written, organizational and skills
- Navigate easily in traditional complex Enterprise environments
- Experience with GiftWorks, Salesforce, NeonCRM, Raiser's Edge, DonorPerfect or equivalent CRM systems
- Ability to manage proactive and reactive tasks effectively
- Experience delivering and driving software implementation and adoption best practices
- Proven ability to collaborate and build strong relationships with senior level executives across corporate functions within the customer
- High technical aptitude to learn basics of customer use cases and architectural requirements for GiftWorks Cloud and FrontStream

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 "**CSM- 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.