

Customer Onboarding Manager- Toronto

FrontStream is seeking a **Customer Onboarding Manager** in **Toronto** 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 Onboarding Manager, you will be responsible for working with new and existing customers to ensure that they are successful with all of our Panorama products. As part of the company's Customer Success team, you will work closely together to ensure a customer's journey from purchase to production is smooth and well-managed. You will also monitor a customer's ongoing health and 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:

- Provide customers with gold-standard level of service and exceed expectations where possible
- Manage ongoing customer needs effectively to drive high customer retention and loyalty
- Work effectively with all internal departments to provide outstanding customer service
- Become an expert in FirstGiving, BiddingForGood, Artez and GiftWorks Cloud products
- Lead customers through FrontStream's onboarding process and track tasks to ensure goals and timelines are met
- Research and evaluate customer business requirements and needs to make strategic recommendations
- Create individualized onboarding success plans to maximize customer satisfaction
- Organize and deliver product and configuration training sessions
- Proactively follow up and follow through to ensure customers are successfully trained on each of the products
- Serve as a coach and trusted advisor to customers

- Continually look at ways to improve the onboarding process to enhance customer experience and ensure customers get up and running quickly
- Contribute the growth of the Knowledge Base and Learning Management Solution by creating product documentation

Desired Skills:

- You have a proven track record of success in school and business
- You have at least two to three years of customer facing experience in a Customer Success, Sales, Account Management or Project Management role and bachelor's degree in related field
- You have a strong desire to help others
- You have strong verbal and written communication skills and you can communicate to a diverse audience
- You have great attentive listening skills and dedication to exceed customer expectations and requirements
- You love helping people
- You are positive, approachable and friendly
- You think outside the box to provide customer with the best possible product set-up
- You are a great team player and getting along well with internal colleagues is important to you
- You have strong organizational and project planning skills
- You are self-motivated to do training yourself
- You have a strong work ethic and the ability to work efficiently and effectively with minimal supervision
- Experience with GiftWorks, Salesforce, NeonCRM, Raiser's Edge, DonorPerfect or equivalent CRM systems

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 "**COM- 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 the United States.