

**Customer Success Associate - Lancaster, PA**

**FrontStream** is seeking a Customer Success Associate to join our Lancaster, PA team! As part of the company's Customer Success organization, you will work with our Onboarding and Customer Support Teams to ensure a customer's migration from Desktop to Cloud is smooth and well managed.

**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:**

FrontStream wants to hire a bright, technologically savvy, relationship-builder who loves to make our customers – nonprofits serving important causes – as happy as can be. This role will focus on our GiftWorks donor database product, coordinating efforts to migrate customers from our older desktop-based software to our new cloud-based platform.

You'll have a fantastic group of customers assigned to you, and you'll come into work every day focusing on which customers are ready to migrate and ensuring that their transition is seamless.

While we are a technology company, we are primarily looking for someone smart, dedicated and with a proven track record of making your customers happy. Even if you haven't worked in a high-tech company before, we're happy to get you up to speed if we think you're a star.

**Roles & Responsibilities include, but are not limited to:**

As a Customer Success Associate, you will be responsible for working with new and existing customers to ensure that they successfully migrate to our GiftWorks Cloud CRM.

1. Review the portfolio of customers' usage of the software to gauge whether they are prepared for a migration.
2. Reach out to a list of customers to encourage an upgrade to the Cloud platform.
3. Conduct assessment calls to ensure they are at a good transition point.
4. Project-manage the transition process, acting as the liaison between the customer and our internal database teams.

5. Advocate customer needs/issues cross-departmentally to bring forward feature development requests.
6. Work to identify and/or develop upsell opportunities within the FrontStream suite that your customers use.

***Desired Skill and Experience:***

- You have a 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 and written communication skills
- Strong organizational skills
- Ability to manage proactive and reactive tasks effectively
- High technical aptitude to learn basics of customer use cases and ability to navigate across company software and on various platforms
- Experience delivering and driving software implementation
- *A plus* is having experience with GiftWorks, Salesforce, NeonCRM, Raiser's Edge, DonorPerfect or equivalent CRM systems

***Compensation includes:*** A competitive salary, comprehensive health, dental and vision insurance, and other benefits.

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](mailto:careers@frontstream.com) with "**CSA-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.