

**Data Import Analyst– Toronto, ON**

**FrontStream** is seeking a **Data Import Analyst** to join our **Toronto, ON team**. The ideal candidate is needed for our growing customer services team and will bring data analysis and project management expertise to a key segment of FrontStream customers.

**Company Overview:**

FrontStream supports over 10,000 charities and corporate customers across the globe. FrontStream is revolutionizing fundraising through its all-in-one platform, Panorama. We are the trusted provider of online fundraising and auctions, event management, donor management, and workplace giving to our international customer base. We have been serving the nonprofit sector for more than a decade, and we love what we do!

**Why Work at FrontStream?**

- Health, Dental, and Vision Insurance options, as well as company paid short-term, long-term and life insurance
- Retirement program with company match
- A generous Time Off Program with paid company holidays!
- Fun work environment with a collaborative atmosphere, as well as opportunities for training and growth

**Position Overview:**

**FrontStream** wants to hire a bright project manager who loves to help our customers – nonprofits serving important causes – get off to a great start.

As of one of the top online fundraising platforms in North America, we have thousands of customers who we aim to retain long-term. You'll be helping them get up and running with their new CRM by analyzing and mapping their current data and then importing it in to their new FrontStream database. The candidate for this role needs to think strategically on how they can best help customers optimize their data settings and create custom fields.

While we are a technology company, we are primarily looking for someone smart, dedicated and with a proven track record of managing data projects, attention to detail and great customer service.

***Responsibilities Include:***

It is the Data Import Analyst's responsibility to prepare customer data prior to importing to a cloud-based SAAS donor management solution. The Data Import Analyst should possess strong project management and data capabilities.

- Input customer data from external sources such as Excel, csv and txt files to SAAS CRM solution
- Prepare data analysis in Excel by retrieving data between various files to determine suitability for import tool
- Work directly with the customer to understand how they use their data, plan the project, receive and incorporate feedback, and provide updates in a timely fashion
- Use critical thinking to make recommendations for custom fields and set-up to maximize ease of use
- Check and match the content of default and custom fields in application to that contained within the external file to be imported
- Effectively manage multiple import projects at one time and meet customer deadlines
- Manage import pipeline and update internal stakeholders on a weekly basis
- Work effectively with internal departments to provide outstanding customer service and follow through
- Provide timely feedback regarding import errors, failures or customer concerns to the Product team
- Report on and log bugs/glitches discovered on the application and track them through to completion or resolution
- Manage ongoing updates to the customer Import Guide
- Report on progress and completion time of all projects
- Provide customers with a gold-standard level of service and exceed expectations where possible

***Desired Skills and Experience Include:***

- Two to four years of relevant work experience
- Desire and enthusiasm to work with nonprofit customers
- Knowledge of advanced Excel skills such as formatting, creating formulas, working with foreign currencies, and V lookups
- Demonstrate strong attention to detail and focus
- Effective at problem solving and generating innovative solutions for customers to meet their business needs and requirements
- Ability to think independently and detect potential issues
- Great math aptitude and analytical skills
- Ability to multitask, prioritize, manage and follow through with projects from start to finish
- Willingness and enthusiasm to learn and adapt to new software, technology and processes as needed
- Excellent verbal and written communication skills
- Ability to communicate information and issues clearly and succinctly with both technical and non-technical customers

- Ability to work well under pressure to meet multiple project deadlines
- General knowledge of the nonprofit business model

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 "**DIA-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.