

Project Delivery Manager – Toronto, ON

FrontStream is seeking a **Project Delivery Manager** to join our **Toronto, ON team**. The ideal candidate is needed for our growing IT services organization, developing new and innovative web-based applications for charitable giving.

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 make our customers – nonprofits serving important causes – as happy as can be.

As one of the top online fundraising product in North America, we have thousands of customers who we aim to retain long-term. You'll be helping them raise more money and work more effectively with custom enhancements. Do they need help with setting up our software to optimize their fundraising and registration flow? Do they need help modifying a feature or making their page look great? Do they need help importing data or are they looking for ways to best analyze their data? Do they need extra help promoting their auction items? The candidate for this role needs to think strategically every day on how they can help clients fundraise more effectively online using our platform.

While we are a technology company, we are primarily looking for someone smart, dedicated and with a proven track record of managing projects effectively.

Responsibilities Include:

The Project Delivery Manager on the Professional Services team brings project management, communication and fundraising expertise to a key segment of FrontStream clients. The Project Delivery Manager is responsible for bringing best ideas and innovation to client projects.

It is the Project Delivery Manager's responsibility to develop, implement and manage Professional Service projects to drive retention and success. The Project Delivery Manager should possess strong project management, technology and data capabilities.

- Establish and oversee the client's experience throughout the project, focusing on the bridge between implementation and ongoing support of best practices that continually drive value
- Provide customers with a gold-standard level of service and exceed expectations where possible
- Understand client requirements to develop project proposals and project plans
- Manage program or set of projects for clients while balancing capacity and resources to ensure on time and on budget execution
- Work effectively with internal departments to provide outstanding customer service and follow through
- Build Artez events and templates, including managing design enhancements and custom development
- Assist with planning and testing of data projects such as custom reports, imports and analysis
- Work with third party contractors to implement custom design and development projects
- Follow a multi-step process to set up charities within Artez events for a large client
- Use Salesforce process to manage project timelines and invoicing
- Manage product issues and/or provide workarounds, as well as fixing errors as needed
- Serve as a client advocate in driving industry best practices and the evolution of FrontStream product functionality
- Collaborate with sales and account teams to ensure growth attainment

Desired Skills and Experience Include:

- Minimum of three to six years relevant work experience
- Experience in managing large project implementations
- Proven effectiveness at leading and facilitating change management with focus on efficiency
- Commitment to gaining a comprehensive and detailed understanding of FrontStream products, particularly Artez
- Willingness to learn new software, technology and processes as needed
- Effective at problem solving and generating innovative solutions for clients to meet their business needs and requirements
- Strong client and third-party partner management skills; comfortable interacting at all levels of an organization

- Excellent verbal and written communication skills
- Ability to communicate information and issues clearly and succinctly with both technical and non-technical people
- Demonstrate attention to detail and thoroughness for all tasks and activities, especially when testing
- Ability to work well in a fast-paced environment with multiple and changing priorities
- Fundraising experience or experience with the non-profit community
- Proven experience working with data and software
- French is an asset

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 "**PDM- 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.