

***Product Manager -Cambridge, MA or Toronto, ON***

**FrontStream** is seeking a **Product Manager** to join our growing, innovative, technology services company. This position could be based in either our Cambridge, MA or Toronto, Ontario office.

***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!

***Position Overview:***

As a **Product Manager** with **FrontStream**, you will define and develop the product roadmap and strategy for our donor management offering. You will be responsible for the development of overall product strategy, including new product features and functionality to accelerate the growth of our product line. This includes the development of detailed business process and product requirements, including customer use-cases, and is the primary link between **FrontStream** and its customers, as well as the agile development teams and internal stakeholders.

***Responsibilities include:***

- Identify and evaluate industry trends and opportunities
- Gather product requirements/request from various stakeholders
- Define and prioritize user stories and acceptance criteria for feature set
- Convey the vision and goals at the beginning of every release and sprint
- Provide Agile development and QA teams with in-sprint guidance
- Help manage project/feature implementation through to launch
- Develop training materials for internal stakeholders prior to release

***Desired Skills and Experience include:***

- BA in Computer Science or related area
- 3-5 years donor management experience (or CRM equivalent) in a product role
- Working knowledge of Scrum and Agile
- Experience working with distributed teams & stakeholders
- Ability to work in a fast-paced environment
- A high degree of self-motivation
- Strong organizational and management skills, great attention to detail
- Exceptional interpersonal skills with a broad array of personality types

- Strong analytical, verbal, and written communication skills
- Strong technical/engineering understanding
- Ability to prioritize features to deliver the best product on time
- Technical Visionary/Advocate, keeping up to date with the latest technical advancements

The company is headquartered in Reston, VA and has offices in Cambridge, MA, Lancaster, PA, Toronto, ON and West Melbourne, VIC, Australia.

Interested candidates should send resume, references, and salary expectations to: [careers@frontstream.com](mailto:careers@frontstream.com) with **"Product Manager- DM"** 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 and Canada.