

Customer Success Manager, Toronto, ON

FrontStream is looking for a technically savvy Customer Success Manager who possesses a strong drive for results. Duties for the Customer Success Manager will include a broad range of tasks such as booking and delivery business reviews, strengthening ongoing customer relationships, implementing success programs, contributing to sales, onboarding, and training clients, and minimizing churn. You should also be able to provide insights on client-to-business interactions, improve customer experience through product support, and handle customer complaints and requests.

Successful candidates must be goal-oriented, proactive, persistent, analytical, possess an aptitude for learning and using new software, and be able to communicate clearly and effectively. The ideal Customer Success Manager should engage with customers, maximize value, and create strategies to grow our customer base

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:

- Competitive base salary/commission
- Fun and collaborative work environment with opportunity for growth
- Health, Dental and Vision Insurance and Retirement 401K Benefit options
- Generous time-off and 10 paid holidays

Responsibilities include but are not limited to:

- Manage a portfolio of key clients
- Identify attrition risks and develop custom retention plans
- Meet goals for client retention and growth
- Clearly and confidently deliver client presentations
- Persistence in developing client relationships and delivering a baseline volume of touchpoints
- Identify opportunities for customer growth and improved experience
- Develop content Evaluate and improve tutorials and other communication infrastructure.

- Drive resolution of escalated account issues in coordination with Billing, Support, and other departments.
- Gain and maintain an expert knowledge of FrontStream's products and services
- Be a voice for accounts internally and help senior leadership understand product concerns, shortcomings, and missing features that are retention risks.
- Deep understanding of customers concerns and thoughts regarding the use of products, and the ability to troubleshoot as needed

Requirements include:

- Bachelor's Degree
- 3-5 years of experience in or Customer Success or Sales position
- Experience working with brand image and promoting value through customer experience
- Exceptional ability to communicate and foster positive business relationships
- Technical skills required, as they relate for the use of the product to service to be solid
- Accountability and personal organization are essential
- Experience in managing a diverse group and training each according to company standards
- Ability to establish milestones and keep all team members on task
- Experience analyzing and optimizing the existing processes in the Customer Success department



The company is headquartered in Reston, VA with an office in Toronto, ON.

Interested candidates should send their resume and references to: careers@frontstream.com, with "**Customer Success Manager**" in the subject line. No phone calls please. FrontStream is an equal opportunity employer.