

***FrontStream is seeking a Customer Support Representative to join our growing customer support team in our Reston VA office!***

***Position Overview:***

*As a Customer Support Representative, you are the first point of contact for our clients as the face and voice of FrontStream. You will assist clients in the use of our products, its features, and show them how it can best be used to achieve fundraising success. You will act as the voice of the customer, communicating ideas and suggestion to our internal product and development teams to improve our product and services.*

*In this role you will learn our products, our customers, and our company. This role will provide you the foundation needed to grow your career within FrontStream.*

***The Successful Candidate:***

*The successful candidate is someone looking for an opportunity to learn, contribute and grow. You are a self-starter, you come to work with energy each day for the opportunity to help our wonderful customers do good. You have empathy and respect for customers and a genuine desire to help them succeed. You are curious and a learner. You are a problem solver. If you don't know the answer, no problem. You know where to find it or you love to roll up your sleeves and dig to discover the solution. You are friendly, helpful and polite. You do not just solve the question a customer asks but you intuitively know what they really need and what their next question is likely to be. You are confident and robust and can work effectively to calmly help customers thru difficult or stressful situations.*

***Responsibilities Include:***

*Work with users to identify, troubleshoot, and resolve issues as well as collect feedback that will help improve our products*

*You help our customers succeed using our platform*

*Manage and resolve support requests over the phone and email*

*Update and create knowledge base articles, short videos or other content that may help future customers*

*Identify improvements to the system and communicate them to the Product team*

*Provide a positive, friendly, and personalized experience to each customer*

***Required:***

*Bachelor's Degree*

*Strong written and verbal communication skills*

*You are comfortable with technology*

*Demonstrates problem solving skills*

*True passion for helping others and an appreciation for solving challenging technology related problems*

*A team player with the ability to stay cool under pressure*

***Preferred***

*Previous customer service/contact experience in a technology setting*

*Experience in the nonprofit sector*

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

*FrontStream is an equal opportunity employer. The successful applicant will have proven eligibility to work in the United States.*

Interested candidates should send resume and references to: [careers@frontstream.com](mailto:careers@frontstream.com) with "**Customer Support Representative**" in the subject line. No phone calls please.