

***Customer Support Representative, Reston VA***

***FrontStream*** is seeking a ***Customer Support Representative*** to join our growing customer support team in our ***Reston VA*** office! ***We are looking for a motivated, tech-savvy individual with a passion for customer care to help us as we continue to grow!***

At FrontStream, you are working every day to help Nonprofits support the good they do in the community by using our digital fundraising solutions! Your Technology Expertise + Customer Collaboration = Success for All!

***Position Overview:***

As a Customer Support Representative, you are the primary point of contact for our clients as the face of FrontStream's customer care. You will advise clients how to best utilize our products, resolve technical issues and demonstrate how to configure and use the platform features to achieve fundraising success. You will act as an internal customer advocate by communicating ideas and suggestions to our internal product and development teams to improve our product innovation and services.

In this role, you will help our customers achieve their goals, deliver an immediate impact to the overall customer satisfaction, and obtain a solid foundation of customer service in the software technology industry.

***Successful Candidate Profile:***

The successful candidate is 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 nonprofit customers do more good. You have empathy and respect for customers and a genuine desire to help them succeed. You are a problem solver, creative thinker. 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 can work effectively to calmly help customers, resolve conflict, and deliver top-quality customer experience.

***Responsibilities include, but not limited to:***

- Professionally handle a high-volume of incoming calls, voice mails and emails to ensure that customer issues and support tickets are resolved both promptly and accurately with the highest possible degree of respect and urgency
- Work with users to identify, troubleshoot, and resolve issues as well as collect feedback that will help improve our products and services

- Exhibit ability to provide top-notch customer service consultation, product demonstrations and problem-solving to help our customers succeed using our platform
- Use your daily interactions to suggest, create and update best practices, knowledge base articles, short videos or other content that may help future customers and increase value of online support resources
- Collaborate with internal constituents in product, customer success and professional services teams
- Provide a positive, friendly and personalized experience to each customer who reaches out to us

***Job Requirements include:***

- Tech-savvy individual with motivation to utilize SaaS platforms and advise our customers how to do the same
- Ability to organize, multi-task and prioritize
- Ability to work independently and collaborate with colleagues
- One-two years managing in-bound, phone-based customer support requests or a strong desire to get into the field
- Excellent written and verbal communication skills
- A team player with the ability to remain professional and courteous at all times
- Knowledge of Microsoft Office Suite, CRM systems (Salesforce, Zendesk), considered a plus
- Bachelor or Associate degree in related field or equivalent professional experience in customers service, software technology or non-profit industry, a plus

***Company Overview:***

Trusted by 100,000 charities and socially responsible corporations across North America, FrontStream is revolutionizing fundraising through its all-in-one digital fundraising platform, Panorama. Our cloud-based, SaaS platform enables charity organizations to successfully plan, manage and promote donation campaigns and fundraising events. 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
- Fun work environment with collaborative environment and opportunity for growth
- Health, Dental and Vision Insurance and Retirement 401K Benefit options
- Generous time-off and 10 paid holidays



Initially this position will be work-from home until further notice due to COVID-19. Candidates must have high speed internet and reliable Wi-Fi, and high technical aptitude. Must have a quiet place to work in your home.

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

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.

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