



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 great talent to help us as we continue to grow!***

Company Overview:

FrontStream is the industry-leading organization of SaaS fundraising solutions for nonprofits. We provide a cloud-based software platform for nonprofit organizations to manage their fundraising events, auctions, and crowdfunding donation campaigns. Our team is collaborative, enthusiastic, and delivers on our promises.

Over 10,000 nonprofit and corporate customers use our Intelligent Engagement Platform. We have been serving the nonprofit sector for more than a decade, and we love what we do!

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.

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 Successful Candidate:

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 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:

- Professionally handle incoming calls, voice mails and emails to ensure that customer issues 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
- 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 who reaches out to us

Job Requirements include:

- Required:
 - High school diploma/GED required
 - Excellent written and verbal communication skills
 - Proficient in Microsoft Office Suite
 - A team player with the ability to remain professional and courteous at all times
- Preferred:
 - Bachelor or Associate Degree in related field
 - Prior customer service experience within the nonprofit/fundraising sector

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 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.