

***Client Success Specialist, Reston VA***

**FrontStream** is seeking a **Client Success Specialist** to join our growing customer support team in our **Reston VA** office!

***Company Overview:***

FrontStream is the industry leading organization of SaaS fundraising solutions for nonprofits. We provide an integrated, enterprise-wide fundraising platform for all your fundraising, auction, donor management, corporate social responsibility (CSR), and payment processing needs via our leading social innovation products. 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 client success specialist, 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 success. You are curious and a learner. You are a problem solver not a question answerer. 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 don't just solve the question a customer asks but you intuit 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 who reaches out to us

***Job Requirements include:***

- College degree or higher
- Previous customer service/contact experience
- 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 who can stay cool under pressure
- Easy commuting distance from our Reston office

The company is headquartered in Reston, VA with offices in Cambridge, MA, Toronto, ON and Melbourne, VIC, Australia.

Interested candidates should send resume, references and salary history to: [careers@frontstream.com](mailto:careers@frontstream.com) with "***Client Success Specialist***" 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.