

Customer Support Manager – Reston VA

FrontStream is seeking a **Customer Support Manager** to join our growing, innovative, technology services team in our Reston office.

Company Overview: FrontStream is a fast-growing and international company that has been serving the nonprofit sector for more than a decade, and we love what we do. Our products include the most innovative event management, corporate social responsibility, and online fundraising solutions in the world. Our team is collaborative, enthusiastic, and delivers on our promises. If applying your skills at a company that supports hundreds of top charities (on three continents!) sounds appealing ... we want to talk to you!

Position Overview: The Customer Support Manager serves as a link between business management and customers and plays an integral role. This position works closely with customer management teams and other company stakeholders to ensure FrontStream services are delivered effectively and efficiently. This role helps maintain customer satisfaction by providing problem-solving and team management.

The Successful Candidate: The successful candidate is someone who can hire, manage, mentor and build an outstanding customer support team. You are experienced in customer support and success. You have hired and managed these teams successfully and you are great at building technical expertise, processes and team culture. You are laser focused on the success of our customers and are KPI driven. You are comfortable with using and implementing helpdesk infrastructure and routing flows including on ZenDesk, Talk desk and a knowledgebase.

Responsibilities include:

- Manage and provide oversight to ~10 customer service team members by communicating and ensuring job expectations are met so each member can accomplish work objectives
- Leads the recruitment, selection, and training of new team hires
- Maximizes customer service performance of the team by providing advice and problem resolution
- Maintains and improves productivity, quality, and customer service standards
- Makes customer and their needs a primary focus and develops sustaining productive customer relationships
- Maintains stable performance under pressure with a positive attitude
- Possesses, acquires, and maintains the technical/professional expertise required to perform job effectively
- Build and own the knowledge base to ensure that we help customers find answers quickly and efficiently

Desired Skills and Experience include:

- Proven track record in a customer or client service environment
- 3-5 years of experience managing customer or client service teams
- You are proficient in tools such as ZenDesk, TalkDesk, Solvvy, Salesforce and IVR technology
- KPI focused – takes a metrics based approach to ensuring customer success
- Excellent manager, motivator and mentor – builder of team culture
- Exceptional interpersonal skills with a broad array of personality types
- Strong analytical, verbal, and written communication skills
- Ability to work in a fast-paced environment
- A high degree of self-motivation
- Strong organizational and management skills, great attention to detail
- University degree, or equivalent work experience
- You are a reasonable commute from the Reston office

Interested candidates should send resume, references and salary history to: careers@frontstream.com with **“Customer Support Mgr. - RES”** in the subject line. No phone calls please.

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

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