

Product Manager – Location: Toronto or Cambridge MA

FrontStream is seeking a **Product Manager** to join our growing, innovative, technology services company. This position could be based in either our Toronto office or our Cambridge, MA 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 Product Manager with FrontStream, you will define and develop the product roadmap and strategy for our donor management offering. You will be responsible for the development of overall product strategy, including new product features and functionality to accelerate the growth of FrontStream's product line. This includes the development of detailed business process and product requirements, including customer use-cases, and is the primary link between FrontStream and its customers, as well as the agile development teams and internal stakeholders.

Responsibilities Include:

- Identify and evaluate industry trends and opportunities
- Gather product requirements/request from various stakeholders
- Define and prioritize user stories and acceptance criteria for feature set
- Convey the vision and goals at the beginning of every release and sprint
- Provide Agile development and QA teams with in-sprint guidance
- Help manage project/feature implementation through to launch
- Develop training materials for internal stakeholders prior to release

Desired Skills:

- BA in Computer Science or related area
- 3-5 years donor management experience (or CRM equivalent)
- Working knowledge of Scrum and Agile

- Experience working with distributed teams & stakeholders
- Ability to work in a fast-paced environment
- A high degree of self-motivation
- Strong organizational and management skills, great attention to detail
- Exceptional interpersonal skills with a broad array of personality types
- Strong analytical, verbal, and written communication skills
- Strong technical/engineering understanding
- Ability to prioritize features to deliver the best product on time
- Technical Visionary/Advocate, keeping up to date with the latest technical advancements

FrontStream is a multi-national company with well-established client relationships in virtually all business sectors. The company is headquartered in Reston, VA with offices in Cambridge, MA, Toronto, ON and West Melbourne, VIC, Australia.

Interested candidates should send resume, references and salary history to: careers@frontstream.com with "**PM Donor Mgt**" in the subject line. No phone calls please.

FrontStream is an equal opportunity employer. The successful applicant will have proven eligibility to work in CANADA or US.