

Retention Specialist, Reston VA

FrontStream is seeking a ***Retention Specialist*** to join our growing 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:

We are looking for an experienced Retention Specialist to successfully manage customer contract renewals as part of our Customer Success team. You will be responsible for communicating the value of FrontStream solutions to existing customers, managing a high volume of SMB accounts, identifying opportunities for upsell and achieving annual recurring revenue targets. This role is a pivot point in the company which overlaps with many departments and is a great opportunity to have a footprint in various company initiatives.

The Ideal 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. A background in a customer relationship field, whether Sales, Success or Customer Support is beneficial but not required, as is experience with Salesforce CRM.

Responsibilities Include:

- Act as a key point of contact for customers and be able to respond to common questions, address objections, identify incremental sales opportunities and communicate value
- Proactively contact customers with upcoming support contracts
- Follow up with customers by phone and email to ensure timely renewals and win back expired customer
- Prepare and send quotations via the CRM system for upsell opportunities
- Update and maintain accurate customer account information in customer database (CRM)
- Successfully maintain healthy interaction with various members of cross-functional teams to ensure focus and delivery of services and solutions
- Work collaboratively with billing, customer success, support other departments to resolve customer issues

Job Requirements include:

- Minimum of 2+ years of account management, customer service or sales
- Experience using CRM such as Salesforce
- SaaS, Nonprofit, Fundraising Experience preferred

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 with "**Retention**" 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.