

***Panorama & WorkPlace Customer Support Team Lead - Reston VA***

**FrontStream** is seeking a ***Panorama & WorkPlace Customer Support Team Lead***.

***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!

***The Successful Candidate:***

The successful candidate is someone looking for an opportunity to lead a team in a 'player/coach' capacity. You are a self-starter, you come to work with energy each day for the opportunity to help our team support our customers. You are a problem solver. If you don't know the answer, 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 are confident and robust and can work effectively to calmly help team members and customers thru difficult or stressful situations.

***Responsibilities Include:***

- Player/Coach: Will be responsible to working on the support queue as well as leading the team
- Lead and provide oversight to customer service team members by communicating and ensuring job expectations and KPIs are met so each member can accomplish work objectives
- Participate in the recruitment, selection, and training of new team hires
- Ensure that all Support team members are effectively trained and cross trained on an ongoing basis such that they are capable to Support the Platform in a variety of areas
- Ensure that all queues are properly staffed to meet seasonal needs
- Contribute to the definition, implementation processes and systems for the effective running of the Customer Support group

- Provide advice and problem resolution for team. Serve as an escalation point for issues that arise from the team. Will work closely with the CMO, department heads and SME across the company to determine the process for escalating and resolving customer issues
- Maintain and improve productivity, quality, and customer service standards
- Possess and maintain the technical/professional expertise required to perform job effectively

***Job Requirements include:***

- 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

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 "**CS Team Lead**" 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.