



# Helping good happen

Over 20,000 nonprofits and socially minded companies have used FrontStream's fundraising software to power their auctions, charity events, peer-to-peer and online fundraising, and employee giving. Simply put, we help our customers raise more for their causes, and do more good in their communities.

## **POSITION: Customer Support Representative, Merchant Services**

### **THE ROLE**

Are you a people person who enjoys problem solving? Do you like helping customers achieve their goals and overcome challenges? Then you may be a great fit for our Customer Support Representative position! This position will work with our key accounts to provide outstanding customer service and collaborate with internal departments to overcome issues or challenges. You'll have a fantastic group of clients assigned to you, and you will start work every day thinking how you can best help them be successful in their cause.

### **WHAT YOU'LL DO**

- Professional handle a high-volume of incoming calls, voice mails and emails to ensure that customer issues and support tickets are resolved promptly and accurately.
- Become an expert in merchant services products and solutions offered.
- Analyze merchant payment issues, assist with disputes, and provide sustainable solutions.
- Collaborate with internal teams such as compliance, fraud and risk, business development, account management, optimization, and integration for cascading and/or escalations of merchants' payment-related concerns.
- Work with users to identify, troubleshoot, and resolve issues as well as collect feedback that will help improve our products and services.
- Provide top-notch customer service consultation, product demonstrations and problem-solving to help our customers be successful on our platform.
- Use your daily interactions to identify and update best practices, knowledge-based articles, short videos or other content to help future customers and increase value of support resources.
- Help our customers achieve their goals, deliver an immediate impact to customer satisfaction, and obtain a solid foundation of customer service in the software technology industry.

## WHO YOU ARE

- You're a tech-savvy individual, preferably with experience in a customer support or sales role within B2B environment at a payments or financial company.
- You possess one to two years managing in-bound, phone-based customer support requests or a strong desire to get into the field.
- A great communicator and team player with the ability to always remain professional and courteous, even in tense situations.
- You have empathy and respect for customers and a genuine desire to help them succeed.
- You are a problem solver and a creative thinker. If you don't know the answer, no problem. You'll roll up your sleeves and dig to discover the solution.
- You're able to organize, multi-task and prioritize and can work independently and collaborate with colleagues.
- Knowledge of Microsoft Office Suite, IRIS, CRM systems (Salesforce, Zendesk), considered a plus.
- Bachelor or Associate degree in related field preferred, or equivalent professional experience in customer service, software technology or non-profit industry, a plus.

## OUR VALUES

FrontStream's [core values](#) are fundamental to the way we work. We believe in the Big Picture – we will always “know the why” and “help facilitate giving.” This is at the core of everything we do. We also believe in service, communication, diversity, innovation, integrity, and teamwork. FrontStream wants you to be yourself, work hard, and celebrate knowing that you truly make a difference in people's lives!

## OUR AWESOME BENEFITS

- 100% Remote Work! No more “when will we have to go back into the office” worries. FrontStream supports remote employees all over North America.
- Complete health, vision, and dental insurance.
- FSA & HAS.
- No rigid vacation policy, instead FrontStream provides employees with “Responsible Time Off” – we trust you to take the time you need when you need it.
- Paid holidays.
- 401(k)/RRSP contribution programs with employer match.

## DIVERSITY STATEMENT

At FrontStream, diversity is fundamental to how we grow and manage our business. We are committed to building a diverse workforce that cultivates and supports individuals of all backgrounds, and we strongly encourage people of different races, ethnicities, sexual orientations, gender identities, veterans, and persons with disabilities to apply. FrontStream is an equal opportunity employer, and we will welcome everyone to our team!

# Interested?

Submit your resume to [careers@frontstream.com](mailto:careers@frontstream.com) with “Customer Support Representative” in the subject line.