

# Customer Success Manager ANZ

**Full-time, Hybrid Remote – Australia/New Zealand based**

Join one of the fastest-growing tech companies, and industry-leading products behind 'online fundraising' in the impact sector, enabling thousands of the world's most loved charities to raise money and deliver change for good.

We're an ambitious bunch with big goals. Over 10 years we've grown to support more than 1000+ charities internationally, with a current team of 110+ passionate fundraising software professionals across 4 global offices (Australia, NZ, UK, USA). We act as one global team and have a great culture with a load of benefits (health and well-being, work-from-anywhere policies, bonus leave days and more).

We're looking for a smart, ambitious & down-to-earth team member to join us on our next stage of growth in ANZ.

## **The Opportunity**

This is a hands-on, client-facing role focused on deepening relationships with our most valuable nonprofit clients across Australia and New Zealand. You'll serve as a strategic advisor, product expert, and escalation point, ensuring our platform delivers measurable value to our partners while uncovering opportunities to drive growth, adoption, and retention.

You'll collaborate cross-functionally with Product, Support and Project Teams to bring insights, innovation, and proactive service to your client portfolio.

## Key Responsibilities:

### 1. Client Relationship Management

- Be the primary point of contact for strategic ANZ clients, building long-term, trusted relationships.
- Ensure that clients derive maximum value from the Funraisin platform and that their fundraising goals are supported by effective product usage and strategy.
- Gain a deep understanding of each client's use of their platform and ensure that our internal teams understand any reasoning for specific configurations.

### 2. Support Oversight & Escalation

- Provide regular updates on outstanding support tickets, working with the support team to ensure timely resolution.
- Act as the escalation point for urgent client issues and coordinate internal resolution paths.

### 3. Product Guidance & Upsell

- Discuss recent product releases and help clients understand their relevance and implementation pathways.
- Present quarterly product roadmap updates, coordinating relevant experts from across Funraisin to lead and/or contribute as needed.
- Identify & present upsell opportunities that will improve client outcomes (e.g., increase average gift size, conversion rates, or event participation).

### 4. Fundraising Strategy & Performance

- Offer input into campaign planning when requested by the client, drawing on examples, benchmarks, and best practices.
- Provide campaign performance insights against industry benchmarks to help clients improve over time.

### 5. Retention & Risk Management

- Identify any signals of client dissatisfaction or churn risk and proactively manage those relationships.

- Develop retention plans for at-risk accounts, working with internal teams to resolve concerns or blockers.

### About You:

- 5+ years experience in a client-facing role such as Account Management, Partnerships, Customer Success, or Fundraising Consulting—ideally in SaaS or nonprofit tech.
- Strong understanding of digital fundraising and nonprofit campaign strategies.
- Highly proactive, organised, and solutions-oriented.
- Confident communicator with the ability to build credibility at all levels of a nonprofit organisation.
- Strong cross-functional coordination skills and comfort presenting to internal and external stakeholders.
- Experience using Furaisin and other nonprofit tools such as CRM, marketing automation and analytics.
- A passion for helping mission-driven organisations succeed.

### Bonus Points

- Previous experience working in, or with, nonprofit fundraising teams.
- Background in digital marketing, campaign optimisation, or product training.

### We offer:

- Flexible working location, hours and conditions
- Health and wellness benefits
- Bonus leave days
- Career growth planning
- A vibrant Sydney workplace with easy access to public transport
- Opportunity to join one of the fastest-growing global tech startups in the impact sector

## The Funraisin Team

We're a team of passionate fundraising software professionals – some have come from world-renowned tech giants such as Google and Apple, others from the highest-awarded digital agencies, and others from inside leading nonprofits.

Together, we build world-class products that aim to accelerate the transition to a better world by connecting people to causes. We love seeing the impact of our work, and we have a ton of fun doing it. Our values demonstrate who we are and what we strive to do.



### **Better than yesterday**

Continuously improve ourselves and our impact



### **Learn fast, act fast**

Pursue the fastest path to learning & a bias to action



### **Act as one**

Be inclusive, have a seat at the table and win/lose together



### **Be uplifting and have fun**

Be optimistic, passionate, positive and laugh



### **Make magic**

Strive to make the impossible, possible