



Customer Success Manager

North America Region | Full Time, Remote

Join one of the fastest-growing tech companies in the impact sector. Funraisin powers online fundraising for thousands of nonprofits globally, from world-renowned charities to up-and-coming changemakers. We're known for building flexible, powerful software that helps charities raise more, move faster, and create experiences that supporters love.

We're a team of passionate fundraising software professionals across 5 global offices (Australia, NZ, UK, EU and North America). 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).

The Opportunity

We are seeking a dedicated and self-motivated individual to join our North America team as a Customer Success Manager. In this role, you will play a crucial part in building and maintaining positive relationships with our customers, driving their success, and maximizing their impact.

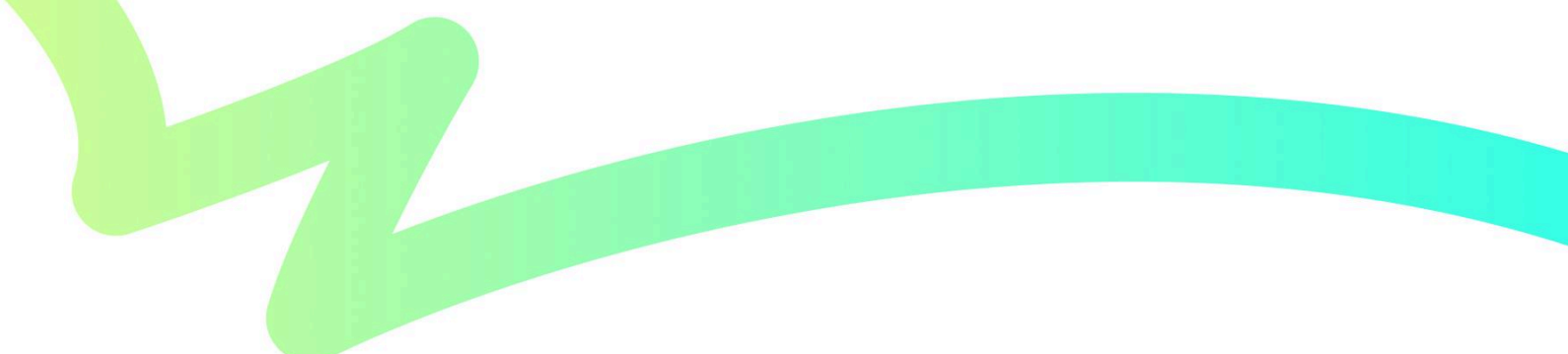
What You'll Do:

Customer Relationship Management:

- Build and maintain positive working relationships with customers, understanding their unique needs and goals and maintaining internal documentation for the account.
- Act as a trusted advisor and consultant to customer teams, providing valuable advice and strategic guidance, including support for helping them navigate their internal business processes to see success on their Funraisin platform.
- Cultivate long-term, multi-threaded partnerships with customers based on trust and mutual growth.
- Become a key partner for each organization at multiple levels of seniority.

Product Adoption and Customer Satisfaction:

- Drive product adoption rates among customers, ensuring they leverage their Funraisin platform's full potential.
- Monitor and optimize the customer journey, delivering a consistently high level of customer satisfaction.
- Utilize technical tools and data analysis to help customers exceed goals and identify optimization opportunities.
- Manage customer escalations with precision communication, efficiency, and grace, collaborating with cross-team leadership as necessary.



Expansion and Cross-Selling:

- Identify expansion and cross-selling opportunities, maximizing customer engagement and impact.
- Conduct strategic meetings with key customers to explore ways to drive growth and expand platform usage.
- Develop approaches for identifying and acting upon expansion opportunities for your customers at scale, without necessarily relying on direct, one-on-one engagement.

Collaboration and Support:

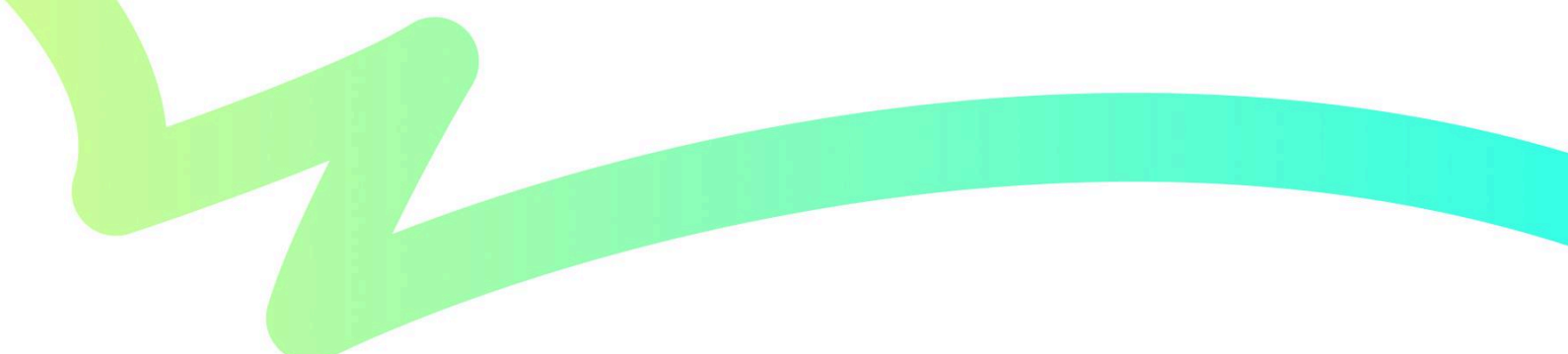
- Collaborate with the marketing team to drive customer engagement and expand digital fundraising opportunities aligned with organizational goals.
- Partner cross-functionally with training, support, and solutions teams to ensure customer satisfaction and exceed customer goals.
- Highlight and champion requested product improvements to internal teams.
- Support sales efforts by identifying potential upsell/account expansion opportunities and facilitating client discovery calls.

Industry Engagement:

- Attend industry conferences and events to stay updated on trends and best practices.
- Act as a public face of our organization, including presenting webinars and sharing insights with customers and prospects.

Requirements:

- 3+ years of Customer Success and/or Account Management experience.
- Expertise with fundraising technology.
- Experience in the non-profit sector and/or a digital technology company is essential.
- Proficiency in reporting and analytics.
- Strong communication, collaboration, problem-solving, and organizational skills.
- Business acumen and ability to make sound decisions in a fast-paced environment. Can balance great customer service with process, such as when to answer a basic “how to” question yourself versus directing a customer to our Support team (without accidentally training them to always rely on you!).
- Project and program management experience.
- Ability to prioritize multiple responsibilities and deliverables.
- Ability to travel up to 20% for customer and prospect meetings, as well as industry events.
- Passionate, proactive, and self-motivated, with the ability to work independently.
- Top Skills & Proficiencies: Relationship building, motivation, adaptability, problem-solving, multitasking, organizational skills, written and verbal communication, high energy, determination and grit, continuous improvement mindset.



Join our team and be part of our mission to empower fundraising organizations. Your expertise and dedication will make a lasting impact.

We Offer:

- Company subsidized Health, Dental, and Vision Insurance (U.S. employees)
- Matching 401(k)
- Flexible working hours
- Health and wellness benefits
- Bonus leave days
- Career growth planning
- The chance 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 still others from world-leading nonprofits.

Together we build world-class products that aim to accelerate the transition to a better world by connecting people to causes. We get a kick out of seeing, and feeling, 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