



## ZOOMGIVE's Client Success Manager

The mission of the Client Success Manager (CSM) is to effectively educate, train, and support ZOOMGIVE's nonprofit clients in maximizing their fundraising efforts utilizing our platform.

Your Client Success Manager will:

- Train and educate you on ZOOMGIVE's digital fundraising platform and/or virtual auction platform
- Learn about your nonprofit's fundraising goals and offer strategic advice on how our platform can help you raise more money and better engage with your donors
- Be your primary point-of-contact for customer service-related inquiries and platform troubleshooting
- Provide ongoing support and email communication with resources, updates and more!

