

Role: Digital Fundraising Account Manager

Location: Belgium, with hybrid or fully remote options also available

Contract: Full Time and Permanent

The Company

iRaiser is Europe's largest SaaS vendor for online fundraising solutions. Carrying a range of products including online donation, peer to peer platforms, CRM and marketing automation, we currently service some of the largest charities and non-profit organisations in Europe. With over 800 customers and processing €1bn in donations per annum, we are rapidly growing in all markets and aim to provide cutting edge fundraising technology to help our customers raise the money they need to continue their amazing work.

Founded in 2012, with offices in France, UK, Denmark, Italy, Belgium, Netherlands, we offer our customers expert solutions designed to suit their local market needs.

The Role

As our operations grow, we are seeking an experienced account manager to support the growth and development of our Belgium and Luxembourg customers. Our aim is to provide a tailored service that supports charities to maximise the value they get from our products by utilising all features and leveraging the insight we gain from our network of customers. You will provide proactive support to increase donation revenue, and respond to the specific needs to a diverse range of charities, ranging from emergency humanitarian aid agencies, social support organisations and hospital trusts.

Key Responsibilities

- Managing the set up process for new customers, ensuring they are in a position to launch our products to their audience
- Responding to support queries in a timely manner
- Liaising with our central support, customer success and tech teams to ensure customers needs are met
- Proactively working with customers to ensure they utilise and optimise all product features
- Effectively communicating developments in the products to all customers
- Supporting the new customer acquisition process, either via supporting the Market Director in procurement processes, or via directly responding to new customers requesting further information.
- **Help to organize the iRaiser marketing activities (webinars, physical events, etc).**
- **Take part in partner's events, coordinate and represent iRaiser Belgium to promote the solutions.**

Personal Specifications

Essential:

- French and Flemish speaking.
- Experience in a B2B customer support role.
- An understanding of best practices in the contact management space
- A commitment to customer satisfaction
- Ability to demonstrate the monetary value of increased levels of support
- Strong skills in digital tools (especially Content Management Systems)

Desirable

- Experience working with charities or non-profits in a fundraising capacity
- Experience of working with payment technology
- An understanding of individual giving as a fundraising discipline