



Front Program Administrator

Front is a hub for customer communication that helps companies offer world-class service at scale. Front looks and feels like your email inbox with a few very important differences: behind-the-scenes, teammates collaborate in the same place where external messages are sent and received, and robust workflows and integrations power the efficiency and insights typically found in a CRM.

As a Front client, your organization should identify a Front Program Administrator in order to ensure a successful implementation and the proper ongoing maintenance of Front for your organization. Below, we have outlined the primary responsibilities and expectations for the Front Program Administrator:

Partnership

- Responsible for becoming the long-term Front expert and one of the primary and ongoing contacts between your organization and the Front Account Team
 - Understand existing and net-new business objectives as it relates to new teams and workflows in Front
 - Develop key metrics based on company goals and ensures that Front workflows track towards metrics
 - Coordinate regular business review meetings with Front Success team
 - Become a Front Expert, understanding Front core functionalities and configuration capabilities
 - Serve (or develop team) as the first point of contact for your company for any Front related questions
 - Understand Front roadmap and communicates updates internally
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Initial onboarding and implementation

- Partner with Front Onboarding Manager to ensure project completion of initial implementation
- Shadow Front Onboarding Manager workflow consultations with team managers to understand how to translate business and collaboration needs into recommended Front workflows and structure
- Document existing workflows and training best practices for ongoing team deployments and sharing information across teams in Front

Ongoing implementation and training

- Partner with Front Account team to ensure ongoing implementation to teams new to Front
 - Conduct workflow consultations with team manager to understand their business and collaboration needs, and recommend appropriate Front workflows and structure
 - Partner with Front Account Team to deliver targeted training to end users
 - Collect feedback via surveys, individual/team interviews or other sources to continually improve Front workflows and deliver continuous learning sessions
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Change management

- Understand the business impact of implementing a solution like Front to help users move past differences or day to day challenges in favor of the larger business value
 - Partner with Front Account Team on change management strategies in order to drive discussions with team managers and guide them through bringing their team onto Front
 - Alongside customer Executive Sponsor, develop and deliver communication strategy to end teammates on the vision and value prop of Front for the entire organization
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Read about headcount planning [here](#).