

Date: 02/27/2026  
Job Title: Systems Manager  
Location: Remote  
Department: Data & Systems  
Reports to: Sr. Manager, Data & Technology



## Systems Manager

### About Us

Phoenix Society for Burn Survivors is a nationally recognized, award-winning non-profit based in Grand Rapids, MI. We are dedicated to supporting and empowering anyone affected by a burn injury, as survivors and their loved ones often face a lifelong journey of physical, emotional, and social recovery. Phoenix Society fills a gap in care with programs and resources for social and emotional healing. With our international advocacy efforts, we also amplify the Survivor Voice to prevent burn injuries, improve care, and increase acceptance of people with scars.

### Role Description

Phoenix Society is seeking a dynamic Systems Manager to help strengthen our technology, data, and fundraising platforms to support our mission. In this role, you will manage key organizational systems and revenue platforms, optimize data processes, and support the successful launch and management of fundraising campaigns.

The Systems Manager will play a central role in ensuring that our systems—including Salesforce and fundraising platforms—operate effectively and support both internal teams and external constituents. This position will collaborate closely with Development, Communications, and Program teams to implement technology solutions, maintain data integrity, support campaign launches, and provide training to staff and volunteers.

This role is ideal for a detail-oriented problem solver who enjoys working at the intersection of systems, data, and fundraising operations.

- Analyze and optimize existing systems to enhance efficiency and effectiveness.
- Collaborate with cross-functional teams to identify technology needs and implement solutions.
- Develop and maintain documentation for system processes and procedures.
- Provide technical support and training to staff on system usage and best practices.
- Monitor system performance and troubleshoot issues to ensure seamless operations.

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- Manage data entry and ensure the integrity of information across systems.
- Oversee gift processing to ensure accurate tracking and acknowledgment of donations.
- Utilize GoFundMe Pro, Salesforce, CVENT, and HubSpot to streamline operations and enhance data management.
- Support digital campaign execution and ensure proper platform configuration.
- Advise Development staff on platform capabilities and campaign execution.

### Knowledge, Skills and Abilities

- Experience with data entry and maintaining data integrity across multiple platforms.
- Familiarity with gift processing and donor management systems.
- Knowledge of GoFundMe Pro, Salesforce, and HubSpot is a plus; willingness to learn is essential.
- Strong analytical skills with the ability to interpret complex data sets.
- Excellent communication skills to collaborate effectively with team members.

### Qualifications

- Bachelor's degree in Information Technology, Computer Science, Nonprofit Management, or a related field, or an equivalent combination of education and professional experience.
- This role may be a strong fit for candidates with early-career experience in nonprofit systems, Salesforce administration, fundraising platforms, gift processing, or data operations who are looking to grow their expertise in nonprofit technology and systems management.

While this role is listed at the Manager level, there is an opportunity for an entry level candidate with some experience in data entry, gift processing, Salesforce, or nonprofit systems.

*Salary range dependent on experience and location: \$55,000-\$70,000 annually*

*If interested, please send a resume and cover letter to [hiring@phoenix-society.org](mailto: hiring@phoenix-society.org)*

*Phoenix Society is committed to creating an inclusive environment for all members of our community. We do not tolerate discrimination based on race, color, national origin, religion, sex, gender identity, gender expression, sexual orientation, age, mental or physical disability, genetic*

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*information, family status, or military/veteran status. We work together to educate each other, challenge our biases, and build a safer, more accepting community.*