



Partner Success Manager, Fraternity & Sorority Life

(Full-Time Contract, Remote – Independent Contractor)

CrowdChange is a fast-growing fundraising and event management platform built to support nonprofit, academic, and fraternal communities. We work closely with campuses, fraternities, and sororities to power fundraising efforts that make a real impact—and we’re looking for someone to help us deepen those relationships.

We’re hiring a Partner Success Manager to lead and support our campus and fraternal partnerships. This is a highly relationship-driven role where you’ll serve as the primary point of contact for partners—guiding them from onboarding through ongoing success and helping them get the most out of CrowdChange.

You’ll work directly with administrators and student leaders, lead trainings and webinars, and play a key role in ensuring every partner has a seamless, positive experience on the platform.

What You’ll Do

- Serve as the primary point of contact for campus and academic partners, owning relationships end-to-end
 - Build strong, lasting relationships with both administrators and student leaders
 - Lead partner onboarding, renewals, and ongoing engagement
 - Host 1:1 calls with student fundraisers and support them throughout the semester
 - Plan and run trainings, webinars, and educational sessions
 - Create and maintain scalable resources (help center content, guides, etc.)
 - Act as a CrowdChange product expert, supporting users through daily support channels and troubleshooting issues
 - Identify and communicate product feedback, working closely with internal teams to improve the partner experience
 - Support internal operations as needed (reporting, email campaigns, partner requests)
 - Represent CrowdChange at select conferences and industry events (1–2 per year)
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What You Bring

- Experience in Fraternity & Sorority Life is required (chapter involvement or professional experience)
 - Background in client-facing, account management, or partner success roles
 - Strong communication and relationship-building skills
 - Confidence leading calls, trainings, and presentations
 - Comfort learning and navigating new tools and platforms
 - Strong organizational skills and ability to manage multiple priorities
 - A proactive, self-starter mindset
 - Willingness to travel occasionally for conferences and team meetups (including team gatherings in Toronto, Canada)
 - A team-first attitude and genuine interest in growing within the industry
 - Experience level: First job after college graduation up to 5 years
 - Location: Proximity to Indianapolis, IN is a bonus, but we are open to candidates nationwide
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What We're Looking For

This role is a great fit for someone who:

- Has been involved in fraternity/sorority life and wants to stay connected to the space
 - Enjoys building relationships and working directly with students and administrators
 - Thrives in a fast-paced, startup-style environment
 - Is comfortable wearing multiple hats across partner success and support
 - Takes initiative and enjoys solving problems independently
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Compensation

- Annual contract range: \$50,000 – \$65,000 USD, depending on experience and fit
 - Structured as an independent contractor role (1099)
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What We Offer

- Fully remote work environment
- 3 weeks' vacation per year
- Meaningful work supporting philanthropic and student-led initiatives

- Opportunities to take ownership and influence how we grow
- A collaborative, team-first culture
- Room for growth as CrowdChange continues to scale

To apply, please send your resume to Travis Earl at travis@crowdchange.co