



**Job Title:** Manager, Member Relations

**Reports To:** Director, Member Experience & Operations

**FLSA Status:** Exempt

**Department:** Membership

**Location:** Anywhere in U.S.

### **About SHPE**

SHPE (Society of Hispanic Professional Engineers) is a nonprofit organization serving and advancing Hispanics in STEM. With more than 13,000 student and professional members, SHPE's mission is to change lives by empowering the Hispanic community to realize its fullest potential and to impact the world through STEM awareness, access, support, and development. To accomplish this, SHPE provides a variety of programming, services, resources, and events, including hosting the largest Hispanic STEM convention in the nation. For more information, visit <http://shpe.org>.

### **Mission**

SHPE changes lives by empowering the Hispanic community to realize its fullest potential and to impact the world through STEM awareness, access, support, and development.

### **Vision**

SHPE's vision is a world where Hispanics are highly valued and influential as the leading innovators, scientists, mathematicians, and engineers

### **Position Mission**

To increase market penetration of Hispanics in STEM membership to 15% in 3 years by improving member service execution of the organization's mission, vision, & programs. To serve both SHPE members & never-members a high level of excellence, service, & support to provide an uplifting and encouraging experience through any SHPE engagement.

## Outcomes

- Own latinXfactor; ~27 online webinar offerings by May 2023
- Manage and support special interest groups starting with SHPEtinias, SHPEability, and National Graduate Committee by October 2022
- Report on retention, engagement, & progress of membership through Power BI Dashboards by October 2022
- Develop recruitment strategy around community colleges & technician/industrial communities
- Oversee STAR awards & elections
- Introduce multiple ways to engage Members at Large by January 2023
- Establish volunteer program, resources, & assignments by March 2023
- Support Organization & Joint Membership Partnerships

## Person-Specific Competencies

- Commitment/Work Ethic
- Enthusiasm
- Listening Skills
- Coachability
- Communication
- Efficiency
- Professionalism/Composure

## Role-Specific Competencies

- Public Facing, Relationships
- Strategic/Tactical Thinking & Execution
- Customer Service
- Project Management, Highly Organized, & Collaborative
- Systematic Process Approach
- Data Analytics & Technology Driven Solutions

## Responsibilities

- **Lead year-long membership touchpoints** – overall cycle of campaigns, member experience improvements, monthly touchpoints, collecting member feedback, etc
- **Develop annual membership touchpoints** – annual cycle of campaigns, member experience improvements, monthly touchpoints, areas of concern, etc
- **Prepare & deliver monthly webinars** – develop aligning member support, host focus groups, facilitate conversations & prepare presentation slides
- **Support membership database and communications** – responsible for collecting and updating member accounts; be the main point of contact for all individual member communication
- **Monthly reporting** – run database reports, track progress or regress of membership growth
- **Data analytics** - identify trends, provide insights & analyze expectations, experiences, & feedback from all members and their respective leaders

- **Onboard New Members** – cohort onboarding, host/lead Q&A sessions,
- **Support varying levels of members & various member segments** – with over 13k members and over 22 member segments account for multiple ways of engagement, services, & support

### **Desired Skills and Experience**

- Believe in the Mission and Vision of SHPE
- Strong interpersonal communication skills (written and verbal)
- Strong planning and organizational skills
- Data analytic reporting
- Detail-oriented
- Problem solver
- Dependable and able to work without significant supervision
- Ability to partner and build relationships with staff and volunteers
- Practice utmost professionalism in a multicultural setting
- Proactiveness
- Flexible and multitask oriented
- Ability to manage multiple time-sensitive projects at one time
- Ability to work collaboratively and independently
- Working knowledge of MS Office
- Ability to build strong rapport with members and volunteers
- A good understanding of membership associations
- Member-first approach

### **Mandatory Job Qualifications**

- Minimum Education: College degree preferred

### **Job Experience required:**

- At least 5+ years of customer service and non-profit experience
- Demonstrated background in managing client projects
- 3+ years' experience in volunteer management
- Ability to read, analyze, and interpret data
- Ability to write reports, business correspondence, and PowerPoint presentations
- Must possess a degree of skill in logistics to properly plan the details and anticipate potential problems that may arise
- Ability to work cohesively with a team

**Work Environment:**

- Moderate noise level
- Demonstrated ability to work both independently and collaboratively
- Impeccable ability to prioritize tasks, contribute to a healthy, productive work environment, and follow through on duties as assigned
- Excellent problem-solving, analytical and evaluative skills
- Ability to meet deadlines
- 15% - 30% travel

**Physical Demands:**

- Ability to stand  $\frac{1}{3}$  of the time
- Ability to lift 10lbs or less  $\frac{1}{3}$  of the time
- Ability to walk  $\frac{1}{2}$  of the time
- Ability to sit more than  $\frac{2}{3}$  of the time
- Ability to talk & hear  $\frac{2}{3}$  of the time

**Demonstrated Competencies:**

- Passion for and responsibility to the department
- Leadership through innovation
- Passion for what you do and a drive to improve
- Displays a relentless commitment to excel
- Displays personal and organizational integrity
- Willingness to learn and respond to feedback

**COMPENSATION AND BENEFITS**

- Annual salary is commensurate with experience
- Benefits package includes medical, dental, vision, retirement plan with employer match, tuition reimbursement assistance & professional development program, and vacation.

**SUBMISSION REQUIREMENTS**

Interested candidates should submit the following items electronically to HR@shpe.org

- Resume
- Cover letter (with the subject)
- 3 professional references
- Salary requirements

**Note: Submission deadline is revolving until filled. Salary Range is \$63,000 - \$67,500**

### **EEO STATEMENT**

It is the policy of SHPE not to discriminate against any individual employee, group of employees or prospective employee for reasons of race, color, religion, creed, gender, gender identity, gender expression, national origin, sex, pregnancy or related medical conditions, age, marital status, ancestry, sexual orientation, physical or mental or sensory disability, genetic information, military status or any other consideration protected by applicable federal, state or local laws. SHPE is committed to providing equal opportunities in all employment-related activities including, but not limited to: recruiting, hiring, advancement, compensation, training, benefits, transfers, and terms of employment. SHPE promotes equal opportunities for all employees and applicants for employment. Further, SHPE will fully comply with all applicable equal employment federal, state and local laws and regulations.