**Job Title:** Member & Chapter Relations Manager  
**Reports To:** Senior Director, Research & Impact  
**Department:** Research & Impact  
**Location:** Anywhere in the U.S. (Remote)  
**Duration:** Full Time

**About SHPE**

SHPE (Society of Hispanic Professional Engineers) is a nonprofit organization serving and advancing Hispanics in STEM. With more than 16,000 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](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.

**About Research & Impact**

SHPE’s Research & Impact (R&I) team plays a pivotal role in advancing SHPE’s mission by designing, implementing, and sustaining programs that align with member, community, and industry needs. In addition, the R&I team also manages aspects related to membership and chapter operations and conducts research to identify and address the challenges faced by Hispanics in STEM fields.
Specifically, the Research & Impact Office is responsible for:

- Research-based program design through collaboration with key partners and funders.
- Implementation of innovative programs to ensure effective delivery to SHPE members.
- Evaluation & continuous improvement of existing programs to ensure they meet the needs of SHPE members.
- Management of membership and chapter operations.
- Research the Hispanic experience in engineering and STEM and share findings widely to influence SHPE and broader community efforts.

**Job Description**

The Member & Chapter Relations Manager is responsible for managing all aspects of SHPE’s national membership and chapter system. This position will interact with SHPE members, staff, academia, volunteers, advisors, and faculty, and they will report to Senior Director of Research & Impact. The ideal candidate will have demonstrated success in growing a membership association, University alumni, and/or nonprofit organization. In addition, the ideal candidate will possess strong communication skills, and have a proven track record of exceptional relationship management skills. This position must be able to travel throughout the United States to support SHPE chapters and their volunteer leaders, and to meet with current and prospective members.

- Develop and execute a strategy to increase SHPE’s annual membership. SHPE currently has roughly 17,000 members, approximately 80% of whom are college students. The plan will include a membership relations program, membership campaigns, marketing resources, and communication plan. This responsibility includes tracking, reporting, and analyzing trends and progress.
- Analyze industry best practices and develop and implement a nationally driven new member welcome and engagement process that will lead to higher member retention and renewals.
- Strengthen existing chapters and foster growth of new ones. Support chapter formation and growth through both industry best practices and innovative techniques.
- Support the creation and administration of a readily accessible assessment dashboard to measure Chapter vitality and to identify the characteristics and best practices of strong Chapters.
- Recommend, establish, and promote methods to increase opportunities for Chapter leaders to share ideas and best practices more easily throughout SHPE’s network of 325+ Chapters nation-wide.
- Grow and manage SHPE’s Lifetime Membership program.
- Serve as primary staff liaison between the membership, chapters, regional...
leaders, and SHPE National.

- Harness the power of SHPE National events to cultivate and onboard new members.
- Visit SHPE Chapters nationwide to train volunteer leaders in best practices for membership recruitment and retention.
- Oversee ongoing implementation of membership development programs at the chapter level.
- Continuously track, analyze, and report membership and chapter results.
- Other duties as assigned.

**Mandatory Job Qualifications**

- Bachelor’s degree from an accredited institution.
- Believe in the Mission and Vision of SHPE.
- Demonstrated ability to work with diverse populations, particularly the Hispanic community.
- Minimum 5 years of progressive experience in nonprofit membership or relevant professional work experience.
- Ability to analyze data from existing CRM to assess membership trends and opportunities for growth.
- Analytics mindset and the ability to utilize data to drive decision-making.
- Exceptional communication, interpersonal and public speaking skills.
- Excellent customer service skills and relationship management.
- Demonstrated ability to work both independently and collaboratively as appropriate.
- Impeccable ability to prioritize tasks, contribute to a healthy, productive work environment, and follow through on duties as assigned.
- Strong project management, organizational and time management skills.
- Ability to meet deadlines.
- Entrepreneurial spirit.
- Innovative thinker.
- Self-starter who is goal oriented.
- Proficient in Microsoft Office Word, Excel, and PowerPoint.

**Desired Skills and Experience**

- Experience working with a college or university alumni association or with a membership based organization with chapters
- CAE or similar certification
- Proven ability in project management, including multitasking and delivering in a fast-paced environment.
- Strong leadership skills with a track record of adapting to new and dynamic situations.
- Comfortable with new technologies and willing to learn.
- Ability to integrate data across various applications and sources.

**Work Environment**

- Moderate noise level
- Access to reliable internet (This position is 100% remote)
- Ability to travel (Up to 25% travel)
- Valid driver’s license and background check are required.
- Ability to participate in virtual meetings on camera.

**Compensation and Benefits**

Annual salary range: $55,000-$70,000
Benefits package includes medical, dental, vision, retirement plan, and vacation.

**Submission Requirements**

Interested candidates should complete the following items electronically to [HR@shpe.org](mailto:HR@shpe.org) with subject line “R&I Member & Chapter Relations Manager.”

- Resume
- Cover letter
- List of 3 References

Review of applications will begin on November 15, 2023, and will be revolving until filled.

**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.