**Job Title:** Professional Member Services Manager  
**Reports To:** 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.

**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 Professional Member Services Manager will develop, and support programs and efforts related to the professional members at SHPE. Working in the Research & Impact office this position will collaborate with other managers across all membership support levels, while having primary focus on professional members in industry, government agencies, consulting, academia, start-ups, or other areas of professional work. Responsibilities include but are not limited to:

- **Program Development, Implementation & Management (60%)**
  - **Strategic Program Development:**
    - Collaborate with cross-functional teams to design, develop, and execute comprehensive professional member programs catering to early, mid, and late-career stages.
    - Deliver both virtual and in-person programs that provide value, growth, and networking opportunities to SHPE’s professional members.
  - **Program Management:**
    - Plan, create, and manage year-round virtual programs, identifying industry experts, instructional strategies, and performance metrics to ensure program effectiveness.

- **Collaboration on Learning & Curriculum Design (20%)**
  - **Effective Learning Design:**
    - Apply adult learning theories and robust instructional design methodologies (e.g., ADDIE model) to design engaging, impactful in-person and online programs.
    - Design and develop training materials and support content for various delivery platforms, including instructor-led webinars, self-paced online courses, and training modules.
Resource Development:
- Work in partnership with the Research & Impact (R&I) team and other organizational departments to create compelling resources and programs aimed at enhancing professional member engagement that is informed by member data.

Communication, Analysis and Additional Duties (20%)
- Strategic Messaging:
  - Collaborate closely with the Marketing team to develop targeted, value-driven messaging and communications tailored specifically for professional members.
- Member Experience Enhancement:
  - Continuously assess and quantify the professional member experience, engagement, and satisfaction, using feedback to drive strategy improvements and promptly address concerns.
  - Utilize data-driven insights to craft and implement professional membership benefits and services that directly align with the evolving needs of SHPE professional members.

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.
- Experience developing and delivering program content.
- Analytics mindset and the ability to utilize data to drive decision-making.
- Exceptional communication, interpersonal, and public speaking skills.
- Familiarity with adult program implementation, learning theories and curriculum design.
- Exceptional customer service skills.
- 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.
- Excellent problem-solving, analytical, and evaluative skills.
- Ability to meet deadlines.
- Ability to effectively present information and respond to questions from groups of managers, members, sponsors, and the public.
- Proficient in MS Word, PowerPoint, and Excel.
Desired Skills and Experience

- 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.
- Skilled in web conferencing and authoring technologies (e.g., Articulate 360 - Storyline).
- Capable of conducting virtual training sessions.
- Ability to integrate data across various applications and sources.
- Ability to read, analyze, and interpret general business periodicals, professional journals, or governmental reports.
- Ability to write reports, business correspondence, and user documents.

Work Environment

- Moderate noise level
- Access to reliable internet (This position is 100% remote)
- Ability to travel (10-20% 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 with subject line “R&I Professional Services 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.
More text here.