



Job Title: Manager, Chapter Operations
Reports To: Senior Manager, Membership Relations
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

Job Description

The Manager, Chapter Operations will support the Senior Manager, Membership Relations on all facets including:

- Chapter operations
- Strategic planning
- Forecasting
- Training chapter leaders
- Onboarding new chapters
- New chapter applicants
- Consultant to chapters

Responsibilities

- **Own the National Chapter Program** - provide chapter management, alignment compliance (agreements, report submissions, bylaws, etc), and growth framework for SHPE chapters to realize the mission and vision through their events and functions that lead to increased member participation and success
- **Lead annual chapter leader curriculum** – annual training conference (NILA), workbook improvements, monthly touchpoints, areas of concern, etc

- **Prepare & deliver monthly webinars** – develop aligning operation support, host focus groups, facilitate conversations & prepare presentation slides
- **Manage chapter officer database and communications** – responsible for collecting and updating chapter contacts; be the main point of contact for all chapter leader communication
- **Monthly Reporting** – run database reports, track progress or regress of chapter growth, support profit-share execution with professional chapters
- **Data Analytics** - identify trends, provide insights & analyze expectations, experiences, & feedback from all chapters and their respective leaders
- **Support new chapter applicants** – bylaws, lead new chapter cohort onboarding, host/lead Q&A sessions,
- **Serve as main point of contact for volunteer chapter leaders** – manage chapter dedicated inbox, liaison between staff/committees/elected leadership
- **Support varying sizes of 250+ chapters** – with over 500 chapters chartered
- **Build & grow existing chapters** – help volunteer leaders improve operations, execution, & establish long-lasting processes and practices to ensure longevity
- **Support struggling/inactive chapters** - identify, support, & facilitate coaching to chartered chapters that fail to meet active status (1 report submission, 10 active members, 1 event/yr)

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 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 Manager, Chapter Operations)
- 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.