



## **JOB DESCRIPTION**

Rev. July 2026

**Job Title:** Programs & Engagement Manager

**Organization:** National Association of Presidential Assistants in Higher Education (NAPAHE)

**Compensation and Work Conditions:** Part-time position (generally 20-25 hours per week). Fully remote with flexible scheduling. Workload may fluctuate periodically based on organizational priorities, professional development programming, and the annual conference cycle. Must maintain a home office with reliable internet access and video conferencing capabilities. In-person attendance is required at NAPAHE's Annual Conference and Annual Summer Planning Retreat. Salary commensurate with experience.

**Reports to:** Executive Director

**Position Summary Statement:** The National Association of Presidential Assistants in Higher Education (NAPAHE) seeks a collaborative, entrepreneurial, and growth-oriented professional to serve as its Programs & Engagement Manager. As NAPAHE continues to advance its strategic vision, this position will play a central role in developing and delivering meaningful professional development opportunities to the association's audience, engaging and retaining members, supporting affinity groups and volunteer leaders, and helping translate member needs into programs and services that strengthen the profession. The Programs & Engagement Manager supports the design, coordination, assessment, and continuous improvement of the association's year-round professional development offerings, including educational initiatives associated with the annual conference. The position also contributes substantially to NAPAHE's membership engagement efforts, helping ensure members experience meaningful value throughout their membership journey.

Working closely with the Executive Director, volunteer leaders, and board committees, the Programs & Engagement Manager coordinates educational programs, administers member engagement initiatives, supports program assessment efforts, and contributes to organizational planning through data-informed recommendations and continuous improvement practices. The successful candidate will be equally comfortable managing project details, cultivating member relationships, analyzing feedback and survey results, and transforming ideas into actionable programs and services.

This role is designed to evolve alongside the organization and offers significant opportunities for professional growth as NAPAHE expands its programs, membership, and organizational capacity. The successful candidate will be encouraged to take on increasing leadership responsibilities over time and help shape the future direction of the association.



## **Duties and Responsibilities:**

*The duties and responsibilities listed are only a summary of the typical functions of the job and not an exhaustive or comprehensive list of all possible responsibilities, tasks, and duties.*

### *Program Development (Approximately 45-50%)*

- Coordinate the planning, implementation, and evaluation of NAPAHE's year-round professional development portfolio, including webinars, roundtables, affinity group programming, conference educational offerings, and other learning opportunities.
- Serve as a key staff partner to the Professional Development Committee in advancing NAPAHE's professional development strategy and Strategic Plan Goal 1 initiatives.
- Support needs assessments, surveys, focus groups, and other research efforts that inform program development and continuous improvement.
- Collect, analyze, and apply participation and evaluation data to improve program effectiveness and member value.
- Identify gaps, emerging trends, and opportunities for new educational offerings aligned with member needs and organizational priorities.
- Maintain program-related records, resources, and materials and contribute to the development of member-facing learning content.

### *Member Engagement & Community Building (Approximately 35-40%)*

- Coordinate member onboarding, engagement, retention, renewal, and re-engagement initiatives throughout the member lifecycle.
- Serve as a primary point of contact for member inquiries and support requests while ensuring an exceptional member experience.
- Manage NAPAHE's online community and other initiatives that foster member connection and engagement.
- Develop and implement opportunities for networking, mentoring, knowledge sharing, and peer connection among members.
- Maintain accurate membership records and monitor engagement patterns to identify opportunities to strengthen retention and participation.
- Partner with volunteer leaders to advance member engagement initiatives across diverse member segments and career stages.

### *Assessment, Communications & Organizational Support (Approximately 10-20%)*

- Coordinate member surveys, program evaluations, and other assessment activities that support data-informed decision-making and strategic plan implementation.
- Develop reports, dashboards, and recommendations that help measure member engagement, program effectiveness, and organizational success.
- Coordinate communications and marketing efforts related to professional development programs, membership initiatives, affinity groups, and organizational priorities.



- Support the development and execution of newsletters, email campaigns, social media content, and other member-facing communications.
- Leverage technology, including AI tools where appropriate, to improve communications, content development, analysis, and operational efficiency.
- Partner with volunteer leaders, committees, and the Executive Director to advance strategic initiatives through effective project coordination, communication, and follow-through.

**Minimum Qualifications:**

1. Bachelor's degree or an equivalent combination of education and professional experience.
2. Three or more years of experience in nonprofit organizations, professional associations, membership organizations, program management, communications, or related fields.
3. Demonstrated project management and organizational skills.
4. Strong written and verbal communication abilities.
5. Ability to work independently in a remote environment while managing multiple priorities.
6. Strong interpersonal skills and commitment to building relationships and delivering exceptional member experiences.
7. Experience using Microsoft 365 applications, including Outlook, Teams, Word, Excel, and PowerPoint.
8. Comfort learning and utilizing new technologies, platforms, and systems.
9. Demonstrated ability to exercise sound judgment, take initiative, and contribute within a collaborative team environment.

**Preferred Qualifications:**

1. Experience in professional association management, membership organizations, or nonprofit leadership.
2. Experience developing, coordinating, or evaluating educational programs, events, webinars, or professional development initiatives.
3. Experience supporting volunteer leaders, committees, workgroups, or boards.
4. Experience with Association Management Systems (AMS), CRM platforms, survey tools, webinar platforms, and email marketing systems.
5. Experience analyzing survey data and translating findings into practical recommendations.
6. Demonstrated experience utilizing artificial intelligence tools (e.g., ChatGPT, Claude, Microsoft Copilot, or similar tools) in a professional setting to support communications, research, program planning, content development, project management, or data analysis.
7. Familiarity with higher education and its administrative environment.



### **Growth & Professional Development Opportunity**

NAPAHE is committed to investing in staff development and organizational growth. As the association expands its programs, membership, and staffing capacity, this position is expected to evolve in scope and responsibility. The successful candidate will have opportunities to contribute to organizational strategy, assume increasing leadership responsibilities, and help shape the future direction of the association. Over time, this position may grow alongside the organization to support expanded programming, enhanced member services, and additional organizational capacity.

### **About NAPAHE**

The National Association of Presidential Assistants in Higher Education (NAPAHE) is the premier professional association serving executive assistants, chiefs of staff, and other professionals who support presidents and senior leaders in colleges, universities, and higher education systems. Through professional development, networking, peer learning, and leadership opportunities, NAPAHE advances the success of the professionals who help higher education institutions thrive.

### **To Apply:**

Interested applicants should email a cover letter, resume/CV, and the names and contact information of three references, to Stuart Schmidt, Executive Director of NAPAHE, at [sschmidt@napahe.org](mailto:sschmidt@napahe.org), with the subject line "NAPAHE Programs & Engagement Manager". For fullest consideration, applicant materials should be received by **Monday, August 10, 2026**. References will not be contacted without prior knowledge and approval of the candidate.

*NAPAHE does not discriminate on the basis of an individual's race, color, national origin, religion, creed, age, disability, sex, gender identity, sexual orientation, familial status, pregnancy, predisposing genetic characteristics, or military status in its administration of programs or activities or in employment practices. NAPAHE is committed to the highest standard of excellence and will select the best qualified candidate.*

*Employment will require background check.*