



Job Description: Executive Director (Part time)

Position Description: The International Society of Service Innovation Professionals (ISSIP.org) is seeking an Executive Director, who will report to the President (per <http://www.issip.org/bylaws>). The role of the Executive Director includes responsibility for overall operations of the non-profit as well as supporting the ISSIP President, Executive Committee, Board of Directors on strategic outreach. This is a part-time, pay-for-service role, initially requiring a commitment of one-day a week, with a potential opportunity to become full-time if challenging growth objectives can be achieved. The successful candidate will have both excellent operational and strategic outreach experience and/or demonstrated ability to learn and be successful. Submit resumes by Feb. 28, 2022 to hire@issip.org.

Your story as Executive Director at ISSIP:

Operations: Your attention to detail and operational excellence will be given an opportunity to shine. As part of operations, you will be involved in regular meetings, special events, content creation, publications, awards, and more. You will be organizing and running bi-weekly meetings with the ISSIP Executive Committee in support of the organization’s and President’s annual operations and strategic outreach plan. Twice a year in support of the President, you will be organizing and running a call with the Board of Directors, open to all ISSIP members, and share the progress that has been made, including events, publications, awards, recognition, and thanking volunteers for advancing the ISSIP mission. Every January, you will organizing and running the wrap-up of the Annual Excellence in Service Award, in support of the Awards & Recognition Committee. You will also invoice ISSIP institutional Members, supporting the Treasurer. In March, you will be working with the Treasurer to close the books, and provide the accountant with needed information for ISSIP’s Federal and State of California Tax return. Each September, you will organize and run the annual election of the Vice President, in support of the Election Committee. Working with the volunteer ISSIP Editor-In-Chief, you will ensure the monthly newsletter has relevant content for the community. Weekly you will be making updates to the ISSIP website, reflecting ISSIP activities, and working with the ISSIP Web-Master to make sure the website content is complete and up-to-date. At the end of each year, the outgoing President will provide your performance review, and discuss your growth plan.

Strategic Outreach: Your creativity is important too. While maintaining operational excellence of ISSIP is the first and foremost priority of the Executive Director, you will also have the opportunity to ensure the growth and success of ISSIP.org as a non-profit professional association designed to educate and support members in becoming better T-shaped service innovators. Your creativity may be the key to helping hundreds or even thousands of employees in large corporation across industry sectors globally advance their careers while also serving as mentors to students at universities, developing their knowledge of service management, engineering, design, operations, as well as service science and service innovation. The Executive Director is responsible for working with the President to create an annual operations and strategic outreach plan, and then to work with the Executive Committee and other ISSIP volunteers to successfully execute the plan and achieve goals and objectives. As the number of institutional corporate members of ISSIP grows, there is the opportunity for the Executive Director role to become a full-time role, as well as for other volunteer positions to become part-time or full-time roles as well.

Experience: Applicants should possess and/or demonstrate ability to learn:

- Excellent communications skills, both written and oral.
- Operating a successful sole proprietorship or larger business.
- Non-profit operations, ideally a professional association.
- Working with non-profits and professional associations, industry executives, university faculty and students, government agencies and public policy leaders.
- Knowledge of service innovation trends and their impact on business and society.
- Strong interest in service management, as early career or established professional.
- Events, publications, and award processes.
- Non-profit development and growth processes.
- Working with and motivating volunteers in a non-profit.
- Time management skills to balance operations and strategic outreach excellence.
- Knowledge of software and online service tools that support the non-profits mission.
- Knowledge of ISSIP by-laws and content on the ISSIP website.

How to apply: Qualified candidates who can provide excellent Executive Director service are encouraged to send a one-page resume with either a cover-letter and/or a link to an optional ten minute YouTube video introducing themselves to hire@issip.org by Feb. 28th, 2022. Candidates should include a link to their LinkedIn profile in their one-page resume, as well as whether or not they are an ISSIP member. Three letters of recommendation will be required for final selection but are not needed immediately on applying. ISSIP is a global organization, and prides itself on the diversity of its members.

About ISSIP:

Overview – The International Society of Service Innovation Professionals – [ISSIP](#) (pronounced iZip), is a 501 (C) (3) nonprofit professional association for industry, academia, government collaboration to advance Technology, Business and Societal Service Innovations for our interconnected world. The objectives of ISSIP are to recognize and encourage both professional and student service innovators with T-shaped skills, spanning academic disciplines, industry sectors, and cultures. ISSIP provides a platform for events, conferences, publications, upskilling, awards, recognition, and volunteer service roles for its members. ISSIP is a volunteer-driven global organization with over 1000 members from 42 counties (see www.issip.org).

Membership: ISSIP offers two types of membership, individual membership (free), and corporate/institutional membership (from \$2K/year for non-profits to \$30K/year for large corporations). Institutional membership benefits include working with the Executive Committee to establish and steer annual priorities that promote service innovation profession development, including events, publications, awards, recognition, marketing, and other knowledge sharing eminence professional and student activities.

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