



## SAN ANTONIO HISPANIC CHAMBER OF COMMERCE

### Director of Membership

**Department:** Membership

**Classification:** Exempt

**Reports to:** President and CEO

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### Position Summary

The Director of Membership serves as a strategic leader responsible for driving membership growth, retention, corporate partnerships, and sponsorship revenue for the San Antonio Hispanic Chamber of Commerce. This role leads all membership sales and engagement initiatives, oversees the membership team, and ensures an exceptional member experience across all touchpoints.

The Director will develop and execute a comprehensive membership and partnership strategy focused on revenue growth, corporate engagement, member retention, and community impact. This position works closely with the President & CEO, Board of Directors, and staff leadership to strengthen relationships with corporate partners, investors, and small business members.

This is a highly results-oriented leadership role for a strong sales professional with proven experience building relationships, exceeding revenue goals, and managing high-performing teams.

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### Key Responsibilities

#### Membership Growth & Sales Leadership

- Lead and execute annual membership growth strategy, including revenue targets and performance goals
- Manage and coach membership sales team to exceed new member and retention goals
- Develop prospect pipelines and cultivate strategic relationships with corporate and small business leaders
- Establish and monitor sales metrics, KPIs, and performance dashboards
- Implement proactive member retention strategies to maintain strong renewal rates

#### Corporate Partnerships & Sponsorships

- Develop and grow corporate partnerships and investor-level membership relationships
- Secure sponsorships for Chamber programs, events, and initiatives
- Maintain strong engagement with corporate partners through regular communication and value delivery
- Identify opportunities to align corporate partners with Chamber programming and visibility

#### Member Experience & Engagement

- Oversee overall member lifecycle from onboarding through retention
- Ensure consistent communication and engagement with members at all levels
- Lead strategy for member engagement initiatives, including networking events and programming
- Monitor member satisfaction and address opportunities for improvement

#### Membership Events & Programming

- Oversee planning and execution of membership networking events and recruitment activities
- Collaborate with Communications and Events teams to promote membership initiatives
- Represent the Chamber at membership events, community engagements, and presentations

#### Team Leadership & Management

- Provide leadership, coaching, and performance management for membership team
- Conduct regular team meetings and sales pipeline reviews
- Foster a collaborative and results-driven team environment
- Develop incentive plans aligned with membership growth goals



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### **Board & Committee Engagement**

- Serve as staff liaison to Membership and Embajador Committees
- Provide regular membership performance updates to Board of Directors
- Collaborate with Board members to identify new member prospects and partnership opportunities

### **CRM & Data Management**

- Utilize ChamberMaster / GrowthZone CRM to manage membership pipeline and reporting
- Maintain accurate member records, renewal tracking, and sales activities
- Generate and analyze membership performance reports and revenue projections

### **Budget & Strategy**

- Develop and manage membership department budget
- Collaborate with CEO and Finance team on revenue projections and performance tracking
- Support annual strategic planning efforts related to membership growth

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### **Preferred Qualifications & Skills**

- Chamber of Commerce or association experience strongly preferred
- Bilingual (English/Spanish) preferred
- Strong sales leadership and business development background
- Highly results-oriented with demonstrated success exceeding revenue goals
- Proven ability to build and maintain corporate relationships and sponsorships
- Excellent interpersonal, written, and verbal communication skills
- Strong attention to detail and organizational skills
- Ability to manage multiple priorities in a fast-paced environment
- Experience using CRM systems and sales performance metrics
- Proficiency in Microsoft Office and Google Workspace
- Bachelor's degree in business, Marketing, Communications, or related field preferred.

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### **Required Qualifications**

- Minimum five (5) years of progressive sales, business development, or membership experience
- Minimum two (2) years in a sales leadership or team management role
- Proven track record of meeting or exceeding revenue and growth goals
- Experience managing pipelines, forecasts, and sales reporting
- Strong presentation and relationship-building skills
- Availability to attend occasional evening and weekend events

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### **Key Performance Indicators (KPIs)**

- Membership growth and revenue targets
- Member retention rate
- Corporate partnership and sponsorship revenue
- Pipeline development and conversion rate
- Member engagement and participation metrics
- Team performance and goal attainment

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### **Salary & Benefits**

- Annual base salary of \$66,000, with quarterly and annual performance-based bonuses tied to membership department goals. Total compensation can average \$95,000+ annually when goals are achieved.
- SAHCC offers a competitive benefits package including health insurance (80% employer-paid), life insurance (100% employer-paid), SIMPLE IRA with up to 3% employer match, paid holidays, paid time off, and cell phone and mileage reimbursement.

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### **To Apply**

Submit cover letter and resume to [Luis@sahcc.org](mailto:Luis@sahcc.org)