



Special Events Manager
Department: Special Events
Classification: Exempt
Reports to: President & CEO

Position Summary

The Special Events Manager is responsible for planning, coordinating, and executing the San Antonio Hispanic Chamber of Commerce's signature events, networking functions, leadership program events, and special initiatives. This position serves as the primary project manager for Chamber events and is responsible for delivering exceptional experiences for attendees, sponsors, members, elected officials, community leaders, and stakeholders.

The Special Events Manager oversees event logistics, budgeting, vendor management, sponsorship fulfillment, registration, volunteer coordination, event communications support, and post-event evaluation. This individual will work closely with the President & CEO, Sr. Director of Membership and Communications, staff, volunteers, sponsors, venues, and vendors to ensure successful execution of all Chamber events and initiatives.

The ideal candidate is highly organized, detail-oriented, proactive, customer-service driven, and capable of managing multiple projects and deadlines simultaneously in a fast-paced environment.

Key Responsibilities

Event Planning & Execution

- Lead the planning, coordination, and execution of all Chamber signature events.
- Develop comprehensive event timelines, project plans, run-of-show documents, event scripts, and implementation schedules.
- Coordinate all event logistics including venue selection, catering, audiovisual services, entertainment, transportation, signage, registration, room layouts, décor, and event production.
- Ensure all events are executed professionally, on schedule, within budget, and aligned with organizational goals.
- Serve as the primary point of contact for venues, vendors, contractors, consultants, and event-related service providers.
- Attend and oversee all Chamber events, including occasional evening and weekend functions.
- Develop and maintain event planning templates, standard operating procedures, and event checklists to ensure consistency and operational excellence.

Signature Events Portfolio

Coordinate and execute Chamber events and initiatives including, but not limited to:

- Annual Gala
- Women's Leadership Awards & Expo
- Power of Líderes Series
- Small Business Awards & Market Expo
- Golf Tournament
- CORE4 STEM Expo
- VIP Receptions and Special Events
- Other Chamber programs and initiatives assigned

Sponsorship Fulfillment & Partner Support

- Manage and execute all sponsorship fulfillment requirements for Chamber signature events
- Ensure sponsors receive all contracted benefits, recognition opportunities, tickets, signage, advertisements, acknowledgments, and event deliverables.
- Work closely with the Sr. Director of Membership and Communications to ensure sponsor expectations are met or exceeded.
- Maintain strong working relationships with sponsors, corporate partners, vendors, and stakeholders.
- Assist with sponsor stewardship efforts by helping create a positive and professional sponsor experience before, during, and after events.

Registration & Attendee Experience

- Manage event registration platforms, guest lists, RSVP tracking, seating assignments, and attendee communications.
- Coordinate event check-in procedures and supervise volunteers and staff supporting registration functions.
- Respond to attendee inquiries and provide exceptional customer service.
- Ensure a high-quality attendee experience from registration through event conclusion.
- Troubleshoot and resolve event-related issues in a professional and timely manner.

Budget & Financial Management

- Develop event budgets in collaboration with the President & CEO.
- Monitor event expenses and revenues to ensure adherence to approved budgets.
- Coordinate vendor contracts, invoices, purchase requests, and payment processing.
- Prepare post-event financial reconciliations and budget summaries.
- Identify opportunities for cost savings and operational efficiencies while maintaining event quality.

Volunteer & Committee Management

- Recruit, coordinate, train, and manage event volunteers.
- Support event committees and volunteer leadership groups as assigned.
- Attend committee meetings and provide planning updates and recommendations.
- Assist Board members and committee leaders with event-related activities and responsibilities.

Reporting & Administrative Responsibilities

- Maintain accurate event records, vendor files, sponsorship fulfillment documentation, contracts, and event planning materials.
- Prepare post-event reports, attendance summaries, surveys, evaluations, and recommendations for future improvements.
- Track event performance metrics and identify opportunities to improve attendance, engagement, sponsorship fulfillment, and overall event execution.
- Assist with other organizational initiatives and special projects as assigned.

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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Required Qualifications & Skills

- Bachelor's degree in Event Management, Hospitality, Communications, Marketing, Business, Public Relations, or related field preferred. Equivalent professional experience may be substituted for education.
 - Minimum three (3) years of professional experience in event planning, project management, hospitality, nonprofit management, chamber operations, or related field.
 - Proven experience planning and executing events with multiple stakeholders, vendors, sponsors, and attendees.
 - Experience managing event budgets, registrations, sponsorship fulfillment, and vendor relationships.
 - Excellent organizational and project management skills with exceptional attention to detail.
 - Strong written, verbal, and interpersonal communication skills.
 - Ability to manage multiple projects simultaneously while meeting deadlines.
 - Strong problem-solving skills and ability to adapt to changing priorities.
 - Proficiency in Microsoft Office Suite, Google Workspace, Zoom, Canva, and event registration platforms.
 - Experience with ChamberMaster/GrowthZone or similar CRM systems preferred.
 - Bilingual (English/Spanish) preferred.
 - Availability to work occasional evenings and weekends based on event schedules.
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Preferred Qualifications

- Highly organized and detail-oriented
 - Customer service focused
 - Collaborative and team-oriented
 - Professional and dependable
 - Creative and solutions-oriented
 - Self-starter with strong initiative
 - Calm under pressure and adaptable to change
 - Passionate about community engagement and business advocacy
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Key Performance Indicators (KPIs)

- Successful execution of Chamber signature events
 - Event attendance and participation goals
 - Sponsor fulfillment completion rate
 - Event budget adherence
 - Event profitability and financial performance
 - Attendee satisfaction and event feedback
 - Timeliness and accuracy of event reporting
 - Vendor and stakeholder satisfaction
 - Operational efficiency and process improvement
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Salary & Benefits

- Annual base salary of \$50,000, with quarterly and annual performance-based bonus opportunities tied to event goals and organizational objectives. Performance metrics may include event attendance, sponsorship fulfillment, budget management, revenue performance, attendee satisfaction, and successful execution of Chamber events and programs.
 - SAHCC offers a competitive benefits package including health insurance (75% 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