



Membership Specialist
Department: Membership
Classification: Exempt
Reports to: Sr. Director of Membership and Communications

Position Summary

The Membership Specialist is responsible for leading member retention, engagement, and relationship management efforts for the San Antonio Hispanic Chamber of Commerce (SAHCC). This role serves as the primary point of contact for existing members and focuses on strengthening member satisfaction, increasing engagement, promoting Chamber programs and events, and ensuring long-term member retention.

The Membership Specialist works closely with members, community partners, volunteers, and Chamber leadership to deliver an exceptional member experience while supporting organizational membership and revenue goals. This position plays a critical role in maintaining strong member relationships and ensuring members receive maximum value from their Chamber investment.

Key Responsibilities

Member Retention & Engagement

- Proactively manage membership renewal efforts and retention strategies to ensure high renewal rates and member satisfaction.
- Build and maintain strong relationships with members through regular outreach, meetings, phone calls, emails, and event participation.
- Identify member needs, concerns, and opportunities for engagement while connecting members to relevant Chamber programs, events, committees, and resources.
- Promote member participation in Chamber activities and initiatives to strengthen engagement and maximize membership value.
- Conduct renewal conversations and assist members in identifying opportunities for continued involvement and growth within the Chamber.
- Support annual membership retention and revenue goals through consistent follow-up and relationship management.
- Maintain and achieve established monthly, quarterly, and annual member retention goals.
- Develop and execute retention strategies designed to maximize membership renewals and member engagement.
- Monitor retention performance and proactively address at-risk memberships through outreach, relationship-building, and problem resolution efforts.
- Consistently meet or exceed retention benchmarks, activity goals, and member engagement metrics established by the Chamber

Member Experience

- Serve as the primary point of contact for member questions, concerns, and service requests.
- Ensure members receive timely, professional, and high-quality support and communication.
- Assist with onboarding new members and introducing them to Chamber programs, services, and networking opportunities.
- Monitor member satisfaction and identify opportunities to improve the overall member experience.
- Recognize member milestones, achievements, anniversaries, and accomplishments when appropriate.
- Serve as an advocate for members by helping connect them to resources, opportunities, and relationships that support their success.

Embajadores Committee & Ribbon Cuttings

- Serve as staff support to the Embajadores Committee.
- Coordinate scheduling and logistics for ribbon cuttings, grand openings, and member celebrations.
- Assist with volunteer communications, meeting preparation, and committee activities.
- Ensure ribbon cuttings are executed professionally and provide value to participating members.
- Support efforts to increase member participation in Embajador and engagement activities.

Membership Events & Community Engagement

- Attend and support Chamber events, networking functions, membership programs, and community activities.
- Coordinate and staff member services tables and membership information booths as needed.
- Represent the Chamber professionally at partner organization events and community functions.
- Identify opportunities to strengthen relationships with current members and increase member engagement.
- Encourage member participation in Chamber committees, leadership programs, networking opportunities, and signature events

CRM & Data Management

- Maintain accurate and up-to-date member records within ChamberMaster/GrowthZone.
- Document member interactions, engagement activities, renewal efforts, and service requests.
- Track retention activity, member engagement metrics, and renewal performance.
- Generate reports and provide updates regarding membership retention efforts and engagement trends.
- Ensure timely follow-up and accurate data entry for all member communications.
- Utilize CRM reporting tools to identify opportunities for member outreach and retention improvement.

Administrative Responsibilities

- Assist with membership-related projects, communications, and special initiatives.
 - Support organizational goals and departmental priorities as assigned.
 - Collaborate with the Membership Team to ensure achievement of department goals and objectives.
 - Perform other duties as assigned in support of the Chamber's mission and operations.
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Required Qualifications

- Bachelor's degree in Business Administration, Marketing, Communications, or related field preferred. Equivalent professional experience may be substituted for education.
 - Minimum two (2) years of experience in customer service, sales, membership services, account management, business development, nonprofit management, or related field.
 - Chamber of Commerce, association, nonprofit, or membership-based organization experience preferred.
 - Demonstrated experience working toward and achieving performance goals, retention objectives, customer success metrics, or sales targets.
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Skills & Competencies

- Strong relationship-building and customer retention skills.
 - Excellent interpersonal, written, and verbal communication abilities.
 - Proven track record of meeting or exceeding monthly goals, performance metrics, customer retention objectives, membership goals, or sales targets.
 - Goal-oriented professional with the ability to work independently, prioritize activities, and consistently deliver results.
 - Strong customer service orientation with a commitment to delivering exceptional member experiences.
 - Highly organized with strong attention to detail and follow-through.
 - Ability to manage multiple priorities simultaneously while maintaining a high level of responsiveness and professionalism.
 - Ability to work independently and collaboratively within a team environment.
 - Strong problem-solving and critical-thinking skills.
 - Proficiency in Microsoft Office Suite, Google Workspace, and CRM systems.
 - Experience with ChamberMaster/GrowthZone preferred.
 - Bilingual (English/Spanish) preferred.
 - Ability to communicate effectively with business owners, executives, community leaders, and stakeholders.
 - Flexibility to work occasional evenings and weekends as required for Chamber events and community engagement opportunities.
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Performance Expectations

Achievement of established monthly, quarterly, and annual retention goals is a core responsibility of this position. Performance will be measured through membership retention rates, member engagement activity, CRM documentation, responsiveness, relationship management efforts, and overall contribution to departmental and organizational goals.

The Membership Specialist is expected to consistently meet or exceed established performance benchmarks while maintaining a high level of professionalism, customer service, and member satisfaction. Successful execution of Chamber signature events and programs

Salary & Benefits

- Annual base salary of \$50,000, with monthly and annual performance-based bonus opportunities tied to the achievement of established goals and performance metrics. | performance-based bonus opportunities tied to attaining monthly/annual goals.
 - 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, Crystal Cantu, Sr. Director of Membership and Communications at crystalc@sahcc.org with subject line: Application – Membership Specialist: Your Name