Office & Membership Operations Coordinator
San Jose Silicon Valley Chamber of Commerce
San Jose, CA | Full-Time | In-Person
Reports to: Chief of Staff

About the San Jose Silicon Valley Chamber of Commerce
The San Jose Silicon Valley Chamber of Commerce is the voice of business in the greater San Jose region, representing a diverse membership of businesses across industries, sizes, and stages of growth. As one of the region's leading business organizations, the Chamber is committed to advancing economic opportunity, fostering inclusive growth, and creating meaningful connections that strengthen our business community.

We are entering an exciting period of growth, supported by an engaged Board of Directors and a passionate staff team. Together, we are building a more innovative, connected, and impactful Chamber; one that delivers real value to its members and serves as a trusted partner for business success in San Jose.

Position Summary
The Office & Membership Operations Coordinator serves as the operational backbone of the Chamber, ensuring a welcoming, professional, and efficient office environment, maintaining the integrity of member data and supporting the organization's financial and event operations.

This role is ideal for a highly organized professional who enjoys creating order, delivering exceptional customer service, and supporting a mission-driven team. The successful candidate will be equally comfortable greeting our members to our Board of Directors, maintaining financial records, preparing event materials, troubleshooting office equipment, and ensuring member information is accurate and up to date.

Key Areas of Responsibility

Office Administration & Operations

- Open and close the Chamber office each business day (office hours are 9-5pm).
- Serve as the primary receptionist and first point of contact for visitors, members, board members, elected officials, and community partners.
- Maintain a professional, welcoming, and organized office environment.
- Set up and break down conference rooms and meeting spaces for board meetings, committee meetings, member meetings, events, etc.
- Organize office logistics and vendor relationships.

- Monitor and replenish office supplies and refreshments.
- Ensure office equipment is functioning properly, including printers, copiers, phones, conference technology, and postage systems.
- Coordinate maintenance requests and vendor service calls as needed.
- Support staff with general administrative and operational needs.

Membership Database & CRM Administration

- Serve as the Chamber's primary CRM administrator and data steward.
- Maintain accurate member records in GrowthZone, including company information, contacts, memberships, sponsorships, and engagement history.
- Implement and monitor CRM hygiene standards to ensure data quality and consistency.
- Respond to staff inquiries regarding member records, histories, and engagement information.
- Assist with membership processing, renewals, invoicing, and record updates.

Bookkeeping & Financial Administration

- Serve as the Chamber's financial administrative support.
- Monitor accounts payable in bill.com, ensure vendors are being paid in a timely manner and coordinate on Accounts Payable with outsourced accounting firm on a regular basis.
- Process, track, and reconcile Accounts Receivable payments received via ACH and check in GrowthZone; prepare and submit weekly bank deposits.
- Coordinate with outsourced accounting firm and Membership staff to follow-up with members on outstanding invoices.
- Follow-up with members to update credit card and billing information in Growth Zone.
- Prepare and track payments, deposits, and membership renewals in Growth Zone.
- Partner with the outsourced accounting firm to develop and manage accounting policies, procedures, and SOPs, and implement process improvements as needed.
- Assist with financial recordkeeping and managing documentation in SharePoint.
- Work with banking contacts as needed to open and/or close accounts and troubleshoot access issues, etc.

Events & Program Support

- Provide operational support for Chamber events, programs, and meetings.
- Produce name tags, registration materials, attendee lists, signage, and event packets.
- Coordinate event supplies and logistics.
- Support in-office event registration and check-in processes. May be asked to support off-site signature events.

San Jose Chamber of Commerce
Serving San Jose and Silicon Valley for 140 Years

- Assist staff with program and event preparation and post-event follow-up.

Member & Stakeholder Service

- Deliver exceptional customer service to members, sponsors, Board Members, community partners, civic leaders and the public.
- Respond to inquiries and route requests appropriately.
- Help ensure a positive and professional experience for all Chamber stakeholders.

Qualifications & Skills

Required

- 3+ years of experience in office administration, operations, bookkeeping, membership services, customer service, or a related role.
- Strong organizational skills with exceptional attention to detail.
- Ability to manage multiple priorities and deadlines simultaneously.
- Professional communication and interpersonal skills.
- Proficiency with Microsoft Office Suite and cloud-based software platforms.
- Experience maintaining databases or CRM systems.
- Basic bookkeeping or financial administration experience.

Preferred

- Experience with GrowthZone, QuickBooks Online, or similar systems.
- Experience supporting nonprofit, association, Chambers of Commerce, or membership organizations.
- Experience working with boards, executives, or community leaders.

Team & Work Environment

- Apply a growth mindset in daily work, identifying opportunities to strengthen capabilities, collaborate with colleagues, and advance the Chamber's mission.
- Participate as a collaborative member of the Chamber team, supporting shared coverage and office responsibilities.
- Availability for early morning, evening, or weekend events.
- Work is primarily performed on-site at the Chamber office.

Compensation

$70,000–$85,000 with benefits. Send cover letter and resume to careers@sjchamber.com