



## **San Jose Chamber of Commerce**

### **Membership Experience Manager**

#### **San Jose Chamber of Commerce**

San Jose, CA | In-Person

### **About the San Jose Chamber of Commerce**

The San Jose 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 Membership Experience Manager plays a key leadership role in shaping and delivering a high-quality, engaging, and consistent experience for Chamber members. Reporting to the President & CEO and Chief of Staff, this position oversees member engagement, programming, and retention initiatives through hands-on execution.

Serving as a primary relationship manager, program lead, and connector, the Membership Experience Manager works closely with members, staff, Ambassadors, and community partners to ensure members feel welcomed, supported, and connected throughout their entire membership lifecycle. This role balances strategic thinking with operational excellence to strengthen relationships, increase engagement, and drive long-term member value.

### **Produce Chamber Programming and Membership Events**

Fostering meaningful member engagement is a top priority of the San Jose Chamber of Commerce. We are committed to delivering a diverse range of opportunities for connection, learning, and professional growth—spanning networking events, educational forums, ribbon cuttings, and professional development programming. Our annual calendar includes signature events such as the Annual Dinner, BBQ, and Study Mission, alongside a robust slate of recurring monthly programs. In 2025, the Chamber hosted or supported more than 80 programs.

This position holds primary responsibility for all non-signature event programming, with a focus on innovation, quality, and creating vibrant, dynamic, and memorable experiences that deliver consistent value to members. Specific responsibilities include:

- Lead the planning, coordination, and execution of Chamber programming, including mixers, networking events, roundtables, ribbon cuttings, anniversary celebrations, and educational offerings.



- Oversee program promotion, logistics, staffing, and on-site execution to ensure high-quality member experiences.
- Serve as a visible and welcoming presence at Chamber events, greeting members, speakers, guests, and partners.
- Maintain accurate records related to membership, event participation, and engagement.
- Serve as staff lead for the Ambassador Committee and provide oversight for Business Referral Networks and other member-led engagement groups.
- Provide general office support as needed in a dynamic, fast-paced environment.
- Identify partnership opportunities with community partners (non-profit and member organizations, city/county/state entities and members) to co-design and host programs.

### **Chamber Membership Engagement & Experience**

Delivering a strong and consistent membership experience is central to the Chamber's mission and long-term success. This role ensures members feel supported and connected from the moment they join through every stage of their membership. Through proactive onboarding, responsive communication, and thoughtful engagement strategies, the Membership Experience Manager helps members fully understand and realize the value of their investment in the Chamber.

- Lead member onboarding and activation efforts, including welcome outreach, new member orientations, and early engagement touchpoints.
- Maintain a strong understanding of Chamber membership benefits, programs, and services to support members in maximizing value.
- Serve as a primary liaison between members and Chamber leadership, elevating feedback, needs, and emerging trends.
- Identify opportunities to connect members with relevant programs, events, services, and partnerships aligned with their business goals.
- Oversee the resolution or escalation of membership, billing, or payment issues to ensure a positive and professional experience.
- Ensure accuracy and integrity of member data in the Chamber's CRM to support targeted communication, engagement, and reporting.

### **Retention**

Member retention is built on trust, relevance, and meaningful connection. This role leads intentional retention efforts focused on early engagement, personalized outreach, and proactive relationship management. By monitoring participation, listening to member feedback, and intervening early when engagement declines, the Membership Experience Manager plays a critical role in strengthening renewals and long-term member loyalty.

- Lead member retention efforts with an emphasis on early engagement and relationship-building.
- Oversee structured 6-month engagement reviews for new members, assessing participation and identifying opportunities for deeper connection.
- Work in close partnership with membership staff to ensure accounts receivable and the member renewals process is managed collaboratively and efficiently.



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- Coordinate personalized outreach through phone calls and targeted emails to reinforce value and encourage participation.
- Identify underutilized benefits and recommend relevant programs, events, or networking opportunities.
- Identify at-risk members and implement targeted re-engagement strategies in collaboration with staff and Ambassadors.
- Track engagement and retention activity in the CRM to support renewal efforts and continuous improvement.

### **Qualifications & Skills**

- Experience in member engagement, customer experience, event coordination, or community-focused roles.
- Comfort and experience learning and using CRM systems; GrowthZone experience strongly preferred.
- Excellent verbal, written, and interpersonal communication skills, including public speaking.
- Proficiency with Microsoft Office (Outlook, Word, Excel, PowerPoint) and comfort with technology.
- Demonstrated experience organizing events, programs, or networking activities.
- Strong attention to detail and ability to manage multiple priorities.
- Drawn to a multi-faceted role that blends strategy, relationship-building, and hands-on execution.
- Commitment to the values of diversity, equity, inclusion, and professional integrity.
- Experience supporting social media and digital communications, including writing content and creating basic graphics for event promotion or member highlights (Canva experience a plus).

### **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 or at member locations.

### **Compensation**

\$80,000 - \$95,000 with benefits. Send cover letter and resume to [careers@sjchamber.com](mailto:careers@sjchamber.com)