



Membership & Strategic Partnerships Manager

San Jose Silicon Valley Chamber of Commerce

San Jose, CA | Full-Time | In-Person | Reports to: Chief of Staff

Proposed base salary: \$85,000–\$110,000 annually

About the San Jose Silicon Valley Chamber of Commerce

The San Jose Silicon Valley Chamber of Commerce is the voice of business in the San Jose region, representing businesses across industries, sizes and stages of growth. The Chamber advances economic opportunity, fosters inclusive growth and creates connections that strengthen the business community.

Supported by an engaged Board of Directors and a collaborative staff team, the Chamber is focused on delivering meaningful value to members and serving as a trusted partner for business success in San Jose.

Position Overview

The Chamber seeks a collaborative, outgoing and highly organized professional to retain and grow membership revenue through meaningful business relationships. The Manager will lead proactive retention and engagement for medium and large business members, coordinate Impact Investor stewardship, cultivate sponsorships, and proactively recruit new members through a well-managed prospect pipeline and qualified referrals. This hands-on individual-contributor role combines community presence, sound judgment, strong writing skills and disciplined CRM follow-through.

Key Responsibilities

- Own proactive renewal and retention outreach, prioritizing medium and large business members; communicate the Chamber's value in terms relevant to each business.
- Review CRM reports on upcoming renewals, lapsed members and accounts receivable weekly; own member-facing renewal and receivables follow-up and coordinate with finance.
- Own proactive identification, cultivation, solicitation, follow-up and conversion of new-member prospects; build and maintain a qualified pipeline with consistent outreach.
- Convert introductions from staff, Board members and existing members into new memberships, while independently developing prospects through community engagement and direct outreach.
- Own identification, outreach, solicitation and closing of membership upgrades, including prospective Impact Investors, involving leadership for strategic accounts; identify and pursue event or program sponsorship opportunities.
- Own Impact Investor renewal tracking, outreach and follow-through in coordination with the President & CEO and Chief of Staff; maintain day-to-day company relationships while the CEO retains CEO-to-CEO relationships and supports strategic asks.
- Manage sponsorships from solicitation through fulfillment and post-event stewardship, including tracking commitments, coordinating delivery of sponsor benefits with the events team, and ensuring sponsors receive the value promised.



- Own development and maintenance of membership and sponsorship sales materials and personalized renewal, upgrade, sponsorship, recruitment and reengagement templates, coordinating with staff or design support as needed.
- Maintain accurate GrowthZone CRM records, renewal calendars, relationship plans and prospect pipelines; provide a concise weekly report on high-value renewals, revenue risks, prospects, conversion activity and leadership support needs.
- Represent the Chamber at community and business events and collaborate across the Chamber team, events, finance and leadership to advance shared membership and revenue goals.

Qualifications & Skills

- Typically 3–7 years of relevant experience in account management, client relationships, partnerships, business development or membership organizations.
- Proven ability to steward relationships, manage renewals, develop prospect pipelines and independently convert business opportunities.
- Strong business writing skills, including tailored outreach and proposals, and experience creating repeatable processes.
- Comfort making membership, renewal, upgrade and sponsorship asks; collaborative rather than commission-driven approach.
- Excellent organization, judgment and CRM proficiency; ability to analyze account data and prioritize competing needs. GrowthZone experience preferred.
- Confident, personable community representative who enjoys building connections with businesses.
- Experience with a chamber, association, nonprofit or corporate partnership program is a plus.
- Social media experience and Canva/design skills preferred.

Success Measures

- Progress against shared membership retention and retained-revenue goals, especially among medium and large members.
- Membership upgrade and Impact Investor renewal and growth progress.
- Qualified new-member prospect pipeline, outreach activity and new-member conversions.
- Sponsorship opportunities developed, sponsor retention and revenue progress.
- Accurate CRM records, timely renewal and accounts receivable follow-up, and reliable weekly reporting.
- Strong member relationships, effective collaboration and reduced administrative follow-up for senior leadership.

Team & Work Environment

- Collaborative, growth-minded team environment with shared organizational revenue goals.
- Full-time, primarily on-site work in San Jose; participation in shared office responsibilities.
- Availability for occasional early morning, evening and weekend Chamber events.

Compensation & Application

Proposed base salary: \$85,000–\$110,000 annually, with benefits.

Please send a cover letter and resume to careers@sjchamber.com.