



Director of Membership & Partner Engagement

Reports To: President & CEO

Employment Type: Full-Time (35+ hours per week)

Position: Mid-Level, Salary, Exempt

About SoTX

For more than 44 years, the South Texas Business Partnership (SoTX) has championed the growth of South San Antonio and the broader South Texas region. Formerly the South San Antonio Chamber of Commerce, today, we proudly serves a 27-county region spanning from San Antonio through South Texas and into the Rio Grande Valley, supporting businesses, communities, and regional collaboration across a diverse and growing area. SoTX represents more than 500 member businesses and organizations across a wide range of industries and company sizes throughout South Texas.

At SoTX, our mission is simple to stimulate sustained economic prosperity across South Texas through advocacy and collaboration among our partners. We focus on strengthening workforce development, supporting critical infrastructure, and advancing policies that help businesses and communities grow and thrive across South Texas.

Job Summary

The Director of Membership & Partner Engagement serves as a key relationship builder, connector, and ambassador for the South Texas Business Partnership (SoTX). This position is responsible for strengthening member engagement, cultivating partnerships, supporting membership growth and retention, and creating meaningful experiences that bring value to SoTX members, stakeholders, and the South Texas business community.

This role is relationship-focused and community-facing professional responsible for creating momentum, strengthening business and community relationships, and supporting the growth and visibility of the organization throughout South Texas. This role requires an organized, proactive, and collaborative self-starter who thrives in a fast-paced environment and works closely with leadership and staff to advance the organization's mission, strategic priorities, programs, events, and overall member experience. Reports to the VP of Operations & Administration.

Responsibilities & Duties

- **Relationship Building & Representation:** Build and maintain strong relationships with members, partners, sponsors, investors, board members, and community stakeholders while serving as a visible and professional representative of SoTX through meetings, networking functions, business visits, events, and ongoing communication and outreach efforts.
- **Membership Recruitment, Growth & Revenue Goals:** Identify opportunities, drive membership, sponsorship, partnership, and investment growth through outreach, networking, relationship management, onboarding, and strategic engagement efforts while supporting organizational revenue, retention, and engagement goals.

Recruit and onboard new members and partners through outreach, referrals, networking, relationship-building, inside and outside sales efforts, and community engagement.

- **Member Engagement & Retention:** Support member retention and engagement by consistent communication, fostering meaningful relationships and connecting members with programs, events, sponsorships, committees, partnerships, and organizational resources aligned with their interests and goals.
- **Events & Organizational Participation:** Coordinate, support, and participate in organizational events, programs, and engagement activities while collaborating with leadership, staff, committees, volunteers, and community partners to successfully execute organizational initiatives.

Readiness to potentially travel within the 27-county region to support SoTX initiatives including occasional early morning, evening, and weekend commitments as needed.

- **Partnership Development & Marketing Support:** Assist in developing creative partnership opportunities, engagement strategies, collaborative programming, and member initiatives that create momentum and value for the organization.

Partner with the Marketing & Communications team to support promotional efforts, member communications, social media visibility, marketing materials, and community outreach initiatives

- **Administrative & Reporting Functions:** With team assistance, maintain accurate CRM/database records, prospect pipelines, membership activity, renewals, sponsorship tracking, and engagement reporting to support organizational planning and relationship management efforts. Also includes compiling reports for committees, councils, board meetings, and SoTX leadership.

Required Knowledge, Experience, Education, & Skills

- High school diploma or equivalent required; associate or bachelor's degree in business, communications, marketing, public relations, nonprofit management, or a related field preferred.

- 2–4 years of experience in membership engagement, business development, customer relations, nonprofit operations, communications, events, sales, or related fields preferred. Strong interpersonal, relationship-building, and customer service skills with the ability to engage professionally with diverse stakeholders, members, partners, and community leaders.
- Excellent written, verbal, presentation, and public speaking communication skills.
- Highly organized and proactive with strong time management and follow-through skills, the ability to manage multiple priorities, deadlines, projects, and follow-up responsibilities in a fast-paced environment.
- Ability to work independently while collaborating and communicating effectively with leadership, staff, committees, volunteers, and community partners.
- Experience coordinating meetings, events, sponsorships, partnerships, networking opportunities, or engagement initiatives preferred.
- Proficiency in Microsoft Office Suite and experience with CRM or membership database systems preferred.
- Professional, adaptable, proactive, and solutions-oriented with strong accountability and follow-through, with the ability to maintain professionalism in a dynamic environment.
- Valid driver's license, reliable transportation, and flexibility to attend occasional early morning, evening, weekend, local, and limited out-of-town events as needed.

Ideal Candidate Has

- 5+ years of experience in membership engagement, partnership development, business relations, nonprofit organizations, sales, events, or community engagement.
- Excellent communication, outreach, and interpersonal skills with the ability to confidently represent the organization and foster positive member and partner experiences.
- A proactive, resourceful, and results-driven mindset focused on advancing engagement, retention, sponsorship, and organizational growth goals.
- The ability to collaborate effectively with leadership, staff, volunteers, board members, and community stakeholders in a fast-paced, team-oriented environment.
- A commitment to ongoing professional development, adaptability, and continuous learning.

Compensation & Benefits

- Competitive salary based on experience, qualifications, and demonstrated skills. Benefits package available, including paid time off and additional organizational benefits that support employee wellness and professional growth.

Schedule & Work Environment

- Monday through Friday, generally between 9:00 AM and 5:00 PM, with flexibility based on meetings, events, partner engagement, and organizational needs.
- This position requires a combination of onsite office presence and active community engagement throughout the San Antonio and South Texas region. Approximately 50% of this role is office-based,

with the remaining time dedicated to external meetings, networking, outreach activities, business visits, and organizational events.

- The Director of Membership & Partner Engagement is expected to maintain a professional and visible presence both in the office and throughout the community.

Physical Demands

While performing the duties of this position, the employee may occasionally be required to stand, walk, sit, reach with hands and arms, climb stairs, balance, stoop, kneel, crouch, and lift or move materials up to 25 pounds in support of events, meetings, and organizational activities.

Equal Opportunity Employer

The South Texas Business Partnership is an equal opportunity employer and values a diverse and inclusive workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, veteran status, disability status, or any other protected classification under applicable law.

Compensation

Compensation commensurate with experience.

Please send cover letter, resume, and salary expectations via email to info@sotxpartnership.org

SUBJECT LINE: Director of Membership & Partner Engagement Position

ALL APPLICANTS MUST SUBMIT A COVER LETTER WITH RESUME IN ORDER TO BE CONSIDERED.

Thank you for your interest in the South Texas Business Partnership.

Employment-at-Will

The South Texas Business Partnership is an “at-will” employer. This means that you or the Partnership are free to end the employment relationship at any time, with or without notice, with or without cause, and that employment is for no specified period of time.