



Job Title: Membership & Chapter Operations Coordinator

Reports to: Membership & Chapter Operations Manager

FLSA Status: Exempt

Department: Membership

Location: Anywhere in U.S.- Texas or California based preferred

About Prospanica

Prospanica provides tools and resources that enrich the lives of Hispanic students and professionals to create a vibrant future for our nation. <https://prospanica.org/>

Mission

To empower and enable Hispanic professionals to achieve their full educational, economic, and social potential.

Vision

To be the leading catalyst for Hispanic professional achievement.

Position Overview

The Membership and Chapter Relations Coordinator plays a pivotal role in providing administrative support and fostering positive relationships with members and chapters. This position ensures the smooth operation of membership processes and facilitates effective communication between the organization, its chapters, and members.

RESPONSIBILITIES

Administrative Support:

- Manage day-to-day administrative tasks related to membership and chapter operations, including data entry, record-keeping, and correspondence.
- Maintain accurate membership databases, updating member records and generating reports as needed.
- Coordinate logistics for membership and chapter meetings, and training sessions, including scheduling, and materials preparation.
- Process membership applications, renewals accurately and efficiently.
- Provide administrative assistance for chapter activities, including meeting coordination and documentation.

Customer Service:

- Serve as the primary point of contact for member inquiries, providing timely and professional assistance via email, phone, or in-person.
- Respond to member requests for information, resources, and support, ensuring high levels of satisfaction.





- Collaborate with chapter leaders to address member concerns and resolve issues effectively.
- Proactively engage with members to gather feedback, solicit input, and communicate updates about membership benefits and opportunities.

Chapter Relations:

- Support positive relationships with chapters by offering assistance and guidance as needed.
- Collaborate with chapter leaders to facilitate communication, coordinate activities, and share best practices.
- Assist in the development and implementation of chapter support initiatives, including training programs and resource materials.
- Compile quarterly Scorecard Reporting
- Coordinate Chapter Travel to National events.
- Oversee Elections process.
- Coordinate registration and logistical arrangements for chapter officers.
- Support chapter leaders in organizing and promoting chapter events, campaigns, and initiatives.

Other Responsibilities:

- Assist in preparing materials and presentations for meetings, conferences, and events.
- Maintain organized files and documentation related to membership and chapter activities.
- Contribute to the continuous improvement of processes and procedures within the membership and chapter relations department.
- Collaborate with the Manager of Chapter Relations & Membership on special projects and initiatives as assigned.

JOB QUALIFICATIONS

- Believe in the Mission and Vision of Prospanica.
- Proficient in delivering exceptional customer service and relationship management.
- Demonstrated ability to work autonomously and collaboratively as situations dictate.
- Strong organizational and time management skills with ability to multi-task and meet deadlines.
- Competency in Microsoft applications including Excel, Word and Outlook.





EDUCATION AND EXPERIENCE

- Bachelor's degree
- Minimum of 2 years of experience multi-tasking teams or volunteers (non-profit setting a plus).
- Competency in Microsoft applications including Excel, Word and Outlook.
- Strong presentation skills with ability to engage the audience.
- Experience with developing training material and presentations.
- Experience in successful program planning & development & coordinating implementation.
- Record of effectively managing complex & multiple projects simultaneously.
- Capability to use advance level of analytical and decision-making skills especially in difficult situations.
- Proficient in researching, writing & producing reports for senior leaders & board.
- Demonstrates exceptional customer service to all constituents consistently.
- Excellent communicator and listener – effective in negotiation & conflict resolution.
- Proven record of performance & delivering desired results efficiently & effectively.
- Exceptional leadership skills.
- Critical thinking and data analysis.
- Bi-lingual (English/Spanish) a plus

WORK ENVIRONMENT

- Proven capability to excel both autonomously and as part of a collaborative team in a remote work environment.
- Exceptional talent for task prioritization, fostering a positive and efficient work atmosphere, and diligently completing assigned responsibilities.
- Outstanding problem-solving abilities, coupled with strong analytical and evaluative skills.
- Proficient in meeting deadlines with precision.

COMPENSATION AND BENEFITS

- Annual salary \$40,000 - \$50,000
- Benefits package includes medical, dental vision, retirement plan with employer match, professional development program and paid time off.





SUBMISSION REQUIREMENTS

Interested candidates should submit the following items electronically to hr@prospanica.org :

- Resume and cover letter with subject Chapter Relations and Membership Coordinator
- Three professional references
- Salary requirements

EEO Statement

Prospanica is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status. We actively encourage applications from candidates of all backgrounds to ensure we meet the diverse needs of our employees and customers.

