



Membership Coordinator

The National Association for Latino Community Asset Builders (NALCAB) is a national membership organization representing 200+ nonprofits that serve diverse Latino communities in all 50 states, Washington, DC, and Puerto Rico. With offices in San Antonio, TX, and DC, we are a grant maker and US Treasury-certified Community Development Financial Institution (CDFI). We support our members through training, funding, policy advocacy and resources to amplify the impact of their programs and services. Working together, the NALCAB network is able to affect real change.

NALCAB Network members invest in their communities by building affordable housing, addressing gentrification, supporting small business growth, and providing financial counseling on issues including credit building and homeownership.

Our mission: NALCAB strengthens the economy by advancing economic mobility in Latino communities.

Summary

Reporting to the Senior Membership Manager, the Membership Coordinator supports NALCAB's membership program. This role focuses on managing the membership database, handling invoicing, recruiting, and retaining members, and driving engagement through outreach and campaigns.

Essential Duties and Responsibilities

- Respond promptly to member inquiries, track requests from start to resolution, and provide follow-up as needed.
- Manage membership renewals, including scheduling, invoicing, outreach, and ensuring on-time renewals.
- Keep membership databases, maps, website listings, and network resources accurate and up to date.
- Prepare and share membership reports on new and renewing members, outreach efforts, and campaigns.
- Handle administrative tasks like scheduling meetings and sending out agendas.
- Support membership communications, including emails, recruitment, retention, and annual surveys.
- Assist in planning and hosting regional meetings, Cafecitos, webinars, and more.
- Connect members with NALCAB staff to meet their needs quickly and effectively.
- Identify ways to enhance membership benefits and overall value.
- Contribute to strategies for retaining current members, recruiting new ones, and gathering member feedback.
- Other duties as assigned.



Qualifications

- Bachelor's degree in Business Administration, Marketing, PR, or related field is preferred.
- 1 – 2 years of experience in a similar role, preferably in a nonprofit or professional society.
- Outstanding customer service skills with the ability to collaborate effectively with diverse stakeholders.
- Proficient in Microsoft Office (Word, Excel, PowerPoint) and familiar with tools like MailChimp, Canva, and SurveyMonkey.
- Experience with Blackbaud Grantmaking or membership management software preferred.
- Excellent communication skills (written and verbal) with a positive, can-do attitude.
- Self-motivated, able to manage tasks and projects independently.
- Comfortable working in a fast-paced environment with tight deadlines.
- Diplomatic and able to maintain confidentiality.
- Knowledge of WordPress is a plus.
- Bilingual in English and Spanish is preferred.

Work Environment

The work environment is representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Core business hours are 8:30AM to 5:00PM CT whether working remotely or in the office.

Position Type

Full – Time.

Compensation

\$40,000-\$49,000. Commensurate based on experience.

Washington, DC employee salaries are paid at a 26% differential.

Location of Employment

Hybrid: San Antonio, Texas.

Benefits

Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision, 401K with company match, and future growth opportunities within the organization. We work to maintain the best possible environment for our employees where people can learn and grow with the organization.

To Apply

To respond to this opportunity, please email resume to:

<https://insperity.avature.net/careers/JobDetails?jobId=20485> .

Please add **Membership Coordinator** to the subject line.



NATIONAL
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LATINO
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NALCAB is a 501(c)(3)

EEO Statement

NALCAB is committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and staff without regard to race, color, religion, sex, pregnancy, national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, military and veteran status, and any other characteristic protected by applicable law. NALCAB believes that diversity and inclusion is critical to our success, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.