



Job Title: Manager, Member Relations

Location: Austin, Texas (in-office; occasional remote work)

About the Texas Association of Business (TAB):

The Texas Association of Business, the state's Chamber of Commerce, is Texas' leading advocate for the business community, representing companies of every size and industry. TAB's purpose is to champion the best business climate in the world, unleashing the power of free enterprise to enhance lives for generations.

Job Summary:

The Manager, Member Relations is primarily responsible for growing revenue by recruiting new members, expanding engagement and investment from existing members, and improving retention through concierge-level service. The role builds on TAB's elite statewide network—from Fortune 500 C-suites to small businesses—and aligns member value to policy impact.

The Manager, Member Relations reports directly to the EVP and partners closely with the policy team. This is a full-time, in-office position based in Austin, Texas.

Key Responsibilities:

Membership Growth & Retention

- Manage a portfolio of members; recruit new members across company sizes and industries.
- Implement an outcome-based membership recruitment plan with measurable performance indicators.
- Promote further investment and engagement; drive renewals and reduce churn.

Member Experience & Engagement

- Provide concierge-level service to existing and new members.
- Ensure members are placed on appropriate policy committees and coalitions.
- Follow up throughout membership to confirm satisfaction and preferred engagement levels.

Policy Alignment & Targeting

- Work with the policy team to determine new membership opportunities.
- Identify issues important to business and target companies that would benefit from specific policy and political engagement.

Revenue Operations & Billing



- Invoice and collect payment for new and existing members.
- Manage external contract staff within the membership department to support revenue goals.

Data & Systems

- Maintain the membership database; ensure accurate records and reporting.
- Strategy & Reporting
- Track and report performance against plan; adjust tactics to meet revenue targets.

Qualifications:

- General policy knowledge or experience.
- Consistent, proactive attention to member needs; ability to align TAB's value with member goals in Texas.
- Extremely organized and detail-oriented.
- Superb written and verbal communication skills; passionate about business and the Texas economy.
- Comfortable making decisions; strong leadership skills.
- Self-starter, proactive, and personally motivated.
- Task completer and problem solver.

Position Details

- Location: Austin, Texas (in-office, Monday–Friday; occasional remote work).
- Reports To: EVP.
- Employment Type: Full-time, exempt.
- Salary: Starting at \$64,000–\$74,000 annually commensurate with experience; additional compensation may include bonus or commission.

Benefits:

- Health care, vision, dental
- Retirement plan
- PTO and sick leave
- Other standard benefits

How to Apply:

Interested candidates should email a resume and references to: Diego Leibman at Diego@txbiz.org