



## American Mountain Guides Association

**Position:** AMGA Membership & Communications Manager

**Department:** Membership

**Employment Type:** Full-Time Exempt

**Minimum Experience:** Manager

**Compensation:** \$60,000 - \$69,000.00 Annually

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### Summary of Position:

The Membership & Communications Manager leads AMGA membership growth, retention, and engagement efforts while delivering exceptional member service. This role oversees member communications across all channels, develops community-building events and initiatives, and collaborates extensively with departments throughout the organization to support AMGA's mission and member experience.

### Core Functions:

- Grow, retain, and support the AMGA membership.
- Create opportunities for members to connect and engage with the AMGA community.
- Drive member engagement through effective communications across a range of print and digital channels.
- Coordinate the development of organizational publications and storytelling.
- Manage communications and logistics for Board of Directors elections, annual membership awards, and other organizational processes.
- Contribute to projects and initiatives that strengthen AMGA educational tools, resources, and organizational impact.
- Promote and sustain a culture of inclusivity, curiosity, learning, cooperation, equity, and respect.

## **Responsibilities:**

### **Membership Management & Member Experience**

- Develop strong relationships with members to understand their needs, enhance their experience with AMGA, promote membership retention, and foster a sense of belonging within the professional guiding community.
- Provide exceptional customer service by responding to daily member inquiries via phone and email and serving as a knowledgeable resource on AMGA programs, benefits, and services.
- Maintain accurate member records and data within the membership database (Salesforce), ensuring data integrity and supporting effective member engagement strategies.
- Manage the AMGA member benefits program, including relationships and communications with providers of life, disability, accident, and rescue insurance offerings.
- Monitor membership trends and prepare regular reports on membership growth, retention, demographics, and lapse rates to support organizational planning and decision-making.

### **Community Engagement, Events & Programs**

- Plan, coordinate, and manage regional member events and meetups that build community, increase member engagement, and strengthen connections across the AMGA network.
- Oversee registration, logistics, communications, and execution for the AMGA Annual Awards & Celebration Event and other member-focused gatherings.
- Administer scholarship programs that support participation in AMGA Mountain Guide Programs, including application processing, award coordination, and recipient communications.
- Manage the AMGA BIPOC Scholarship Program and Affinity Program, facilitating application review processes, scholarship awards, and initiatives that advance inclusion and access within the guiding profession.
- Coordinate member recognition programs such as the AMGA Annual Awards that celebrate excellence and contributions within the AMGA community.

## **Marketing, Communications & Digital Engagement**

- Develop and maintain an organization-wide communications and marketing calendar to ensure consistent, coordinated messaging across departments and communication channels.
- Manage the AMGA email marketing platform (Mailchimp) and oversee the planning, production, and distribution of organizational email communications, including the monthly AMGA eNewsletter.
- Lead day-to-day management of AMGA social media platforms by creating content, scheduling posts, monitoring engagement, and responding to member inquiries and direct messages.
- Maintain and update website content related to membership, benefits, events, and organizational initiatives while supporting broader website communication strategies.
- Collaborate with staff across departments to promote programs, events, and initiatives through integrated digital and print communication campaigns.

## **Content & Publication Management**

- Oversee the development and production of the AMGA Annual Report, including timeline creation, content collection, design processes, and stakeholder contributions.
- Collaborate with internal teams and external partners to produce periodic digital and print publications that communicate AMGA's impact, programs, and strategic priorities.
- Review and edit member-facing communications to ensure accuracy, consistency, proper formatting, and adherence to AMGA brand standards and voice.
- Support the development of compelling content that highlights member achievements, organizational initiatives, and the broader impact of the AMGA community.

## **Governance & Organizational Administration**

- Manage communications and logistics for the annual Board of Directors election process, including candidate outreach, informational webinars, voting administration, and member engagement.
- Coordinate communications and voting processes for annual membership awards and recognition programs, promoting transparency and broad member participation.

- Prepare reports and analyses for the Board of Directors that provide insights into membership demographics, engagement trends, retention performance, and other key organizational metrics.
- Assist with planning and logistical support for board meetings, retreats, and other governance-related events and activities.
- Provide project and administrative support to the Executive Director and Deputy Director on strategic initiatives and organizational priorities.

### **Operations & Project Management**

- Manage AMGA merchandise sales operations, including order fulfillment, inventory tracking, vendor coordination, and customer service related to merchandise purchases.
- Oversee multiple concurrent projects by developing timelines, coordinating stakeholders, and monitoring progress to ensure deadlines and deliverables are met.
- Utilize and maintain organizational technology platforms, including Salesforce, Webflow, Mailchimp, Google Workspace, and other operational systems that support membership and communications functions.
- Collaborate across departments to coordinate initiatives, streamline workflows, and ensure consistent execution of organizational goals and member-facing activities.
- Identify opportunities to improve operational processes, member services, and communication effectiveness through data analysis and continuous improvement efforts.
- Perform other duties and special projects as assigned in support of AMGA programs and organizational priorities.

### **Required Qualifications:**

- Bachelor's degree or an equivalent combination of education and relevant professional experience.
- Excellent written and verbal communication skills, with strong attention to detail and the ability to produce accurate, high-quality communications.
- Strong customer service, relationship-building, and interpersonal skills.
- Demonstrated project management and organizational skills, including the ability to manage multiple priorities, coordinate stakeholders, meet deadlines, and work both independently and collaboratively.

- Proficiency with Google Workspace, Square, Microsoft Office (Word, Excel, and PowerPoint), and macOS.
- Experience with, or the ability to quickly learn, Salesforce, Webflow, Mailchimp, and other membership, communication, and data management platforms.
- Ability to analyze data, generate reports, and leverage insights to support organizational goals and decision-making.

### **Preferred Qualifications:**

- Previous experience working for a membership-based organization, nonprofit association, or industry trade group.
- Experience managing member communications, events, programs, or customer service initiatives.
- Familiarity with climbing, skiing, mountain guiding, outdoor education, or the outdoor recreation industry.

### **Compensation & Benefits:**

This is a full-time, salaried, exempt position based in the AMGA National Office in Boulder, CO. Remote work may be considered for the right candidate, with periodic travel to Boulder, CO and other program venues required.

AMGA offers a generous benefits package including employer paid (employee only) healthcare and dental benefits, retirement match, sick and holiday time, generous paid time off, and a flexible work environment. Please find a detailed summary of AMGA Benefits [here](#).

### **To Apply:**

Please send a cover letter and resume to [employment@amga.com](mailto:employment@amga.com) with "AMGA Membership & Communications Manager" in the subject line, **no later than July 14, 2026**.

*The AMGA offers the opportunity to work with a dynamic, engaged team of outdoor industry professionals in a growing and successful nonprofit organization. As an equal opportunity employer, the AMGA is committed to fostering an inclusive and welcoming environment for all employees.*