



Are you looking for an opportunity for advancement in a collaborative work environment that offers work-life balance and excellent benefits? The Society for Mining, Metallurgy & Exploration Inc. (SME) hires and rewards great people who are passionate about serving our members. We offer competitive compensation and benefits as well as distinctive benefits like a Safe Harbor 401(k) and Company Match 401(k) plan, flexible work schedules including a 9/80 Work Schedule, and Winter Break from December 24th – January 1st.

SME, www.smenet.org, is a scientific and technical society (501(c) (3) corporation) whose more than 13,000 members globally in more than 100 countries. SME members include engineers, geologists, metallurgists, educators, students and researchers focused on innovations in mining engineering. SME nurtures a professional community, develops technical content, and provides networking and educational opportunities for the mining industry.

TITLE: Meeting Coordinator

DEPARTMENT: Meetings

WORK TYPE: Full-Time Non-exempt

LOCATION: 12999 E. Adam Aircraft Circle; Englewood, CO 80112

PAY RANGE: \$20.00 - \$24.00 per hour

BONUS: 8% bonus potential based upon achievement of defined goals

401(K): 3% automatic safe-harbor match plus 80% elective deferral match of the first 5% contributed by the employee

BENEFITS: Medical, Dental, Vision, FSA or HSA*, Short-Term Disability Insurance, Employer Paid Life Insurance, Employer Paid Long-Term Disability, Travel Assistance, and EAP. Sick, Vacation, and Holidays including Winter Break office closure from 12/24-1/1. Flexible Work Schedule Options including, flexible start times from 6:00am – 9:00am, 9/80 Work Schedule

SCHEDULE: First 90 Days, in the office Monday -Thursday, Friday remote. Then, hybrid work schedule: 3 Days in the office, 2 Days Remote.

Summary/Objective

The Meeting Coordinator provides administrative and logistical support for the Association's conferences, meetings, and related events. This role supports the conference planning team by coordinating timelines, tracking deliverables, maintaining event records, and registration administration. The Meeting Coordinator helps ensure event details are accurate, deadlines are met, and stakeholders receive timely and consistent information, contributing to a high-quality attendee experience. In addition, this position will rotate to provide front desk coverage weekly, greet and assist members, visitors, and team members at the front desk in a courteous and professional manner.

Essential Functions

Reasonable accommodation may be made to enable individuals with disabilities to perform the assigned and essential functions.

Registration & Attendee Support

- Provide administrative support for event registration in the AMS/event platform, including basic setup support, testing, and documentation.
- Monitor the Meetings inbox/phone line; respond to routine attendee questions or triage to appropriate staff.
- Process individual and group registrations, including adjustments, confirmations, cancellations, refunds (per policy), promo code issues, and special requests.
- Provide meeting registration invoices, receipts, transfers, cancellations and refunds.
- Assist with attendee communications including confirmations, reminders, on-site instructions, and FAQ updates.
- Supports logistics, including tours, transportation, activities, menu selection, guarantees, billing and all specifics of meeting planning

Conference Administration & Planning Support

- Maintain and update conference planning calendars, project plans, and task lists; track deadlines and follow up on action items.
- Schedule meetings, build agendas, capture notes/action items, and distribute updates to internal teams and partners.
- Maintain organized records of contracts, proposals, vendor communications, rooming lists, BEO details, and event documentation in shared drives and planning tools.
- Support event budgeting administration by tracking invoices, purchase orders, payments, credits, and expenses in coordination with Finance (as assigned).
- Frequent communication with association staff, association members, vendors, and hotel staff.
- Maintains current lists of available venues, services, and pricing options.

On-site & Post-event Support

- Prepare and assemble materials for on-site operations: badge stock, signage requests, attendee lists, scripts, staffing schedules, and emergency contact lists.
- Support on-site registration desk operations and attendee issue resolution, including badge reprints and payment verification.
- Assist with post-event tasks such as survey distribution, attendance reporting, final invoice tracking, and archival of event materials.

Process Improvement & Data Integrity

- Identify recurring questions and help improve templates, checklists, FAQs, and standard operating procedures.
- Ensure data accuracy across the AMS/event platform, including registration types, pricing, discount codes, session selections, and attendee records.
- Support event reporting by compiling metrics (registration counts, attendance, session capacity, daily pickup, etc.) for staff review.
- Other duties as assigned.

Cross-Functional Support

- Rotate to front desk coverage weekly, greet and assist members, visitors, and team members at the front desk in a courteous and professional manner.
- Support membership and programs by verifying member status for registration pricing, credentials, and access.
- Back up other administrative functions during peak membership periods or staff absence as assigned.
- Back up warehouse support, process book orders, outgoing mail, etc.
- Other duties as assigned.

Required Education and Experience

- Bachelor's degree in business administration or related field or equivalent years of experience.
- 2+ years of administrative, coordination, customer service, or event support experience.
- Strong organizational skills with the ability to manage multiple deadlines and shifting priorities.
- Excellent written and verbal communication skills with a service-oriented approach.
- Proficiency with Microsoft 365 tools (Outlook, Excel, Teams, Word); comfort learning new platforms.
- High attention to detail and accuracy in tracking, documentation, and data entry.

Preferred Education and Experience

- Association, hospitality, or conference experience preferred.
- Familiarity with an AMS/event registration platform (e.g., Cvent, Personify, Re: Members, Fonteva, NetForum, EventsAir, etc.).
- Intermediate Excel skills (filters, pivot tables, XLOOKUP) and basic reporting experience.

The above qualifications and requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required for the position.

EOE/Minorities/Females/Veterans/Disabled