



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](http://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:** Member Engagement Manager

**DEPARTMENT:** Membership

**WORK TYPE:** Full-Time Exempt

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

**PAY RANGE:** \$80,000 - \$95,000 per year

**BONUS:** 10% 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 6:30am – 9:30am.

**SCHEDULE:** Hybrid work schedule – 2 Days in the office, 3 Days Remote

## **Summary/Objective**

Support the development and execution of strategies to drive member recruitment, engagement, and retention. This role implements membership initiatives, analyzes engagement performance, and leads targeted programs and campaigns that enhance member value and strengthen the membership pipeline.

Partners across the organization and with volunteer leadership to enhance the member experience through high-impact programming, meaningful connections, and consistent engagement. Requires regular travel to support section events, conferences, and industry functions.

This role bridges execution and strategy by managing key programs independently while contributing to broader membership planning and growth initiatives.

## **Essential Functions**

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

### **Member Engagement Programs & Events**

- Plans and executes virtual and in-person engagement initiatives, including member networking, volunteer activities, and board/member connection opportunities; represents the organization at conferences, section meetings, and industry events.
- Provides oversight of engagement programs to ensure alignment, scalability, and impact.
- Leads the day-to-day execution of engagement programs, including events, volunteer initiatives, and onboarding experiences.
- Oversees key engagement platforms (e.g., Mentor Match Program, Volunteer Portal) to ensure alignment with membership goals.
- Travels to out-of-state and potentially international conferences and section meetings as needed.

### **Local Section & Volunteer Leadership Support**

- Focuses on supporting SME's volunteer structure and grassroots engagement.
- Serves as the primary contact for SME Local Sections, supporting leadership engagement, monitoring section health, ensuring compliance with financial policies, and advising on new section development.
- May serve as Staff Liaison to SME or UCA committees.

### **Membership Strategy, Growth & Retention**

- Manages and executes membership recruitment, engagement, and retention campaigns across multiple channels; tracks performance and recommends improvements.
- Develops and implements targeted strategies to engage new, existing, and at-risk or lapsed members.
- Supports onboarding, renewal, and reinstatement efforts, including targeted outreach campaigns.
- Supports membership research and contributes insights to improve member value and satisfaction.

### **Communications & Cross-Functional Collaboration**

- Collaborates with Marketing, Meetings, and other teams to execute integrated membership campaigns and communications.
- Develops membership communications, including emails, newsletters, and engagement content.
- Participates in cross-functional and organizational initiatives.
- Provides high-quality customer service by responding to member inquiries and supporting member needs.
- Assists with high-volume member support periods.

#### **Leadership**

- 1 direct report.
- Assigns, prioritizes, and reviews workload to ensure timely and accurate completion of responsibilities.
- Provides coaching, performance feedback, and development support to team members.
- Partners with the Membership Manager to ensure team alignment.

**Travel:** Approximately 10-20% to support on-site engagement and organizational visibility.

#### **Required Education and Experience**

- Bachelor's degree or equivalent combination of education and work experience.
- Minimum of 8 years of progressive membership experience.
- Must be able to travel to out-of-state Section meetings, conferences and potentially International events to promote SME.

#### **Preferred Education and Experience**

- Experience with Association Management Systems (e.g., re: Members/Impexium)
- Experience analyzing campaign or membership data
- Experience leading projects or programs
- Experience managing teams (preferred but not required)
- Fluent in Spanish (preferred but not required)

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