



### **Position**

Membership and Society Services Associate, India

### **Description**

The Division of Membership and Society Services (M&SS) is responsible for recruiting, retaining, recognizing and servicing members around the world. With over 150,000 members worldwide, providing an integrated suite of benefits that meet current and potential member needs is vital to the Society. The Membership Department, in conjunction with other M&SS units, is charged with service as the Society's central hub to promote innovative products, programs and services relevant to businesses, institutions, and individuals associated with the chemical enterprise in India.

### **Position Summary**

The ACS Membership and Society Services Division (M&SS) carries out the largest and most diverse set of programs in support of ACS members and potential members. The overall purpose of this position is to help represent the M&SS Division in India and act on behalf of members to provide engagement and recruitment opportunities in country. The Associate will work closely with ACS M&SA headquarters and ACSI India staff on delivering local member benefits and ensuring a seamless member experience. Based in Delhi, the position reports to the Manager, India Membership.

### **Position Responsibilities**

- Working with leads, align tactics and activities to support membership engagement and acquisition in India
- Handling logistics for conferences and events
- Providing customer service support through phone, email, written, and in person correspondence
- As needed, conducting telemarketing activities for member leads and abandoned application
- Replying to and resolving member service requests in conjunction with relevant ACS colleagues
- Running country-wide social media campaigns and developing/maintaining a web presence as necessary
- Drafting correspondences, reports, letters, power point presentations, marketing materials and other documents
- Providing support to ACS leadership, including travel and meeting arrangements
- Serving as onsite ACS staff for various events and conferences, both hosted by ACS and other organizations, around India and the region
- Supporting other ACS units and divisions' activities in India as requested
- Assisting in relationship management of local vendors and third-party service providers
- Supporting International Chapter and other ACS components' activities through work with volunteers and managing project timelines and deadlines
- Other duties as assigned

### **Required Experience**

- At least a Bachelor's degree required
- Degree in chemistry or allied scientific field highly desirable
- Minimum of 3+ years of experience in a commercial or association environment
- English language proficiency required; knowledge of Indian cultural considerations required; ability in additional languages a plus

### **Required Skills**

- Possesses poise to interact directly with ACS members in country
- Must possess strong English communications (verbal and written) and reading skills
- Must interact effectively with individuals from business, quality assurance, system administration, and other application development areas in order to discuss requests and develop solutions
- Ability to possibly work location independent from other team members
- Excellent organizational and office administration skills
- Ability to work on several tasks simultaneously and appropriately prioritizing workload

***To apply for a position, please submit your cover letter and CV to [careers@acsi.info](mailto:careers@acsi.info).***