



Membership and Society Services Associate, India

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The Division of Membership and Society Services (M&SS) is responsible for recruiting, retaining, recognizing and servicing members around the world. With over 151,000 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.

ACSI is currently seeking a Membership and Society Services Associate, India based in Delhi, India

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 senior ACSI staff in India.

Position Accountabilities:

- Working with leads, align tactics and activities to support membership engagement and acquisition in India.
- Drafting correspondences, reports, letters, power point presentations, marketing materials and other documents.
- Running country-wide social media campaigns and developing/maintaining a web presence as necessary.
- 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.
- Serving as onsite ACS staff for various events and conferences, both hosted by ACS and other organizations, around India and the region, handling logistics for conferences and events and providing support to ACS leadership, including travel and meeting arrangements.

- Supporting International Chapter and other ACS components' activities through work with volunteers and managing project timelines and deadlines.
- Supporting other ACS units and divisions' activities in India as requested, other duties as assigned.

Work design: Works under general managerial supervision direction on goals and objectives. Work involves creative and adaptive thinking. Resolves non-routine problems by applying general policies, practices, procedures, and principles. Performs in-depth analyses of standard problems and recommends resolutions. This position will be based in the Delhi office of ACSI, a wholly-owned subsidiary of the American Chemical Society.

Required Skills and Experience

- At least a 4-years Bachelor's degree or a master's degree (3+2 education system) in Chemical/Physical/ Biological or Engineering Sciences or allied scientific field, prior work experience is not mandatory, but a candidate with work experience will be preferred
- Outstanding interpersonal skills, ability to relate successfully to a variety of people externally and internally and form strong working relationships with other members of staff and scientific community in India
- Excellent verbal and written communication skills (good use of language, grammar, and syntax)
- Excellent organizational and time-management skills are required together with the ability to work under pressure, manage own workload, prioritize and to meet deadlines
- Highly responsive to email and phone communications and experienced at using word processing, spreadsheets, and slide preparation for presentation
- Strong resourcefulness, proactive and flexible attitude, ability to understand different cultures and behaviors
- Required travel within India for attending conferences, site visits and ACS events and activities
- Based in Delhi office of ACSI, a wholly-owned subsidiary of the American Chemical Society

To apply for a position, please submit your cover letter and CV to careers@acsi.info