



Institute of Actuaries of India

Statutory body established under an Act of Parliament

Unit No. F-206, 2nd Floor, F Wing, Tower II, Seawoods Grand Central,
Plot no R-1, Sector 40, Nerul Road, Navi Mumbai - 400706
+91 22 6243 3333 +91 22 6243 3322

Date – 14th Jan 2025

Head – Member Services

The Institute of Actuaries of India (IAI) is a statutory body established by an Act of Parliament, viz. The Actuaries Act, 2006 for regulating the profession of Actuaries in India. The nodal ministry for the Institute is Department of Financial Services, Ministry of Finance.

The affairs of the IAI are managed by a Council in accordance with the provisions of the Actuaries Act, 2006.

The Institute of Actuaries of India welcomes applications from working professionals characterized by unimpeachable integrity, a steadfast commitment to purpose, and a proven track record of result-oriented service delivery within the Membership Department.

Job Purpose

The Head of Member Services is responsible for overseeing all aspects of member management, engagement, and retention for the Actuarial Institute. This includes the development, implementation, and optimization of member services strategies and processes. The role also involves managing and enhancing the Member Tracking System (MTS), ensuring that it functions efficiently to track member data, engagement, and activities. The ideal candidate will combine expertise in member relations and IT solutions to create seamless, user-friendly systems and experiences for members, supporting both operational efficiency and the overall strategic goals of the institute.

Key Responsibilities

Member Services Management

- Lead and manage the Member Services team to ensure exceptional member experiences through efficient handling of inquiries, services, and support.
- Develop and implement strategies for member engagement, retention, and growth to ensure the Actuarial Institute continues to meet the evolving needs of its members.
- Oversee the development and execution of membership programs, benefits, events, and communication strategies to increase member satisfaction.
- Serve as the primary point of contact for senior members, resolving high-level member issues or concerns.



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- Monitor membership renewal processes, actively addressing issues that may affect member retention.

Member Tracking System (MTS) Management

- Oversee the design, development, and maintenance of the Member Tracking System (MTS), ensuring it aligns with the needs of both the organization and the members.
- Work closely with IT teams to ensure that the system is user-friendly, accurate, and up-to-date with member information, including personal details, payment status, engagement records, and certifications.
- Ensure seamless integration between the MTS and other internal systems (such as CRM or financial systems) to maintain a unified data repository for efficient tracking and reporting.
- Work with IT teams to troubleshoot system issues, ensuring minimal downtime and consistent performance.
- Regularly update and optimize the MTS to reflect changes in member data requirements and institute policies.

Data Management & Reporting

- Ensure that member data in the MTS is accurate, complete, and up-to-date, maintaining a high standard of data integrity and security.
- Provide regular reports and insights on membership trends, engagement, retention, and satisfaction to senior management.
- Develop dashboards and analytics to track key performance indicators (KPIs) related to member services, engagement, and satisfaction.

Collaboration & Stakeholder Engagement

- Collaborate with cross-functional teams (marketing, events, education, etc.) to enhance member services offerings and provide a unified member experience.
- Ensure alignment between the Member Services function and other departments (such as finance or legal) to ensure smooth member onboarding, renewals, and compliance with industry regulations.
- Liaise with external vendors and service providers for any third-party tools or platforms that support member services, ensuring seamless integration and functionality.

Leadership & Team Development



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- Lead, manage, and mentor the Member Services team, fostering a culture of customer-centric service, collaboration, and continuous improvement.
- Develop and implement training programs to enhance the team's understanding of member needs, service protocols, and IT tools, including the MTS.
- Monitor and evaluate the performance of the team, providing feedback and professional development opportunities to support their growth.

Qualifications

- **Education:** A bachelor's degree in any discipline. A master's degree or professional certifications in IT, project management, or related fields is a plus.
- **Experience:**
 - At least 5-7 years of experience in a leadership role in member services or a similar customer-facing role, ideally within a professional association or actuarial institute.
 - Proven experience in managing and optimizing member tracking or CRM systems, with knowledge of relevant technologies (e.g., Salesforce, Microsoft Dynamics, or other member management platforms).
 - Strong understanding of IT systems, databases, and data management practices, with the ability to liaise effectively with IT teams.
- **Technical Skills:**
 - Proficiency in using and managing membership management software or tracking systems.
 - Strong understanding of data analytics, reporting tools, and dashboard creation.
 - Familiarity with web technologies, APIs, and integrations between systems.
- **Leadership:**
 - Proven ability to lead and manage a team, with excellent interpersonal and communication skills.
 - Strong problem-solving skills, with the ability to manage complex projects and drive continuous improvement initiatives.
- **Customer-Centric Mindset:** Ability to understand member needs and provide solutions that enhance the member experience.

Desirable Skills

- Experience working in a professional body or industry association.
- Knowledge of actuarial practices, terminology, and certification processes.
- Familiarity with regulatory requirements related to data privacy (e.g., GDPR, HIPAA).



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Key Personal Attributes

- Strong leadership, interpersonal, and communication skills.
- Highly organized with the ability to manage multiple priorities in a fast-paced environment.
- Detail-oriented with a focus on delivering high-quality service and maintaining high data integrity.
- Proactive and solution-oriented, with a strong desire to improve systems and processes.

Working term:

- Appointment is on a full-time basis.

Age requirements:

- Minimum Age – not less than 28 years
- Maximum Age – not more than 40 years

How to apply:

Kindly apply by sending your CV at vinita@actuariesindia.org