



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: 18/04/2024

JOB DESCRIPTION –

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|------------|-----------------|---------------|-----------------------|
| Job Title | Senior Manager | Level & Grade | Level 3 Grade 1 |
| Department | Member Services | Location | Seawoods, Navi Mumbai |
| Reports to | Deputy Director | Reportees | NA |

Job Purpose:

The Institute of Actuaries of India is seeking applications from working professionals who possess unimpeachable integrity, a strong commitment to purpose, and a demonstrated background of result-oriented service delivery in the Membership Department. The primary objective is to provide comprehensive support and assistance to students as they embark on their actuarial education journey, ensuring a seamless and enriching experience from enrollment to certification.

Responsibilities:

- Spearhead seamless facilitation of the enrollment process for new students, overseeing legislatively nuanced procedures such as registration for conduct of exams, membership applications and meticulous payment processing on time and with precision. Highly optimized TAT is expected of the candidate.
- Provide bespoke and personalized guidance to students offering comprehensive support pertaining to actuarial program prerequisites, strategic course selections, tailored study methodologies, and illuminating career trajectories.
- Display committed responsiveness and efficacy in addressing student matters across diverse communication channels, including email, telephony and conducting impactful in-person meetings, showcasing exceptional communication prowess and empathetic demeanour.
- Strengthen the institute's efforts in streamlining the optimized utility and efficacy of study material, resources, and cutting-edge online platforms germane to actuarial studies ensuring students' access to a wealth of knowledge.



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- Accurately document and archiving student information, progress reports, and noteworthy achievements, upholding the highest standards of data integrity and confidentiality.
- Leverage insights gleaned from student interactions and periodic surveys to actively contribute to the refinement and development of innovative learning materials finely tailored to meet students' evolving needs and learning styles.
- Cultivate a vibrant and inclusive community among students, orchestrating engaging networking events, dynamic study groups, and stimulating forums conducive to fostering collaborative knowledge sharing and collective growth.
- Represent the institution with distinction at esteemed actuarial conferences, seminars, and prestigious career fairs, adeptly promoting and showcasing exemplary student services while forging meaningful connections with prospective students, embodying the institution's ethos of excellence and leadership in the field.

Educational Qualification and Experience requirements:

- Post Graduate degree/ diploma in Mass Communication/ Hospitality/ Public relations/ Client services/ Education/ Data Science/ Psychology/ Counselling from a reputed institution is essential.
- Desirable qualifications include 3-4 years of hands-on experience in student services, academic advising, or mentoring roles, highlighting a proven track record in supporting and guiding students through their educational endeavors.
- Profound knowledge of actuarial principles, examinations, and industry-specific professional prerequisites is imperative, demonstrating a solid foundation in the intricacies of the field.
- Exceptional communication and interpersonal skills are paramount, enabling effective interaction and collaboration with diverse stakeholders, students, and faculty members alike, fostering a conducive learning environment and fostering meaningful relationships.
- Proficiency in leveraging educational technology platforms and tools for virtual learning and communication is essential, reflecting adaptability and a forward-thinking approach to enhancing the student experience.



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- Demonstrated organizational acumen, coupled with the ability to adeptly manage multiple tasks and priorities in a dynamic and fast-paced environment, ensures seamless operations and superior service delivery.
- A steadfast commitment to delivering unparalleled customer service and unwavering support to students throughout their educational journey, epitomizing a customer-centric approach and dedication to excellence, is indispensable for this role.

Working term:

Appointment is on a full-time basis.

Age requirements:

- Minimum Age – not less than 28 years
- Maximum Age – not more than 35 years

How to apply:

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

Last date for application: 30th April 2024

About IAI:

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.