Membership Concierge

About The Pistoia Alliance:

The Pistoia Alliance is a member-driven 501(c)(6) non-profit life sciences industry group dedicated to advancing innovation in life science R&D through pre-competitive collaboration. Its membership is drawn from pharma, software vendors, publishers, consulting practices, academics and government institutes. The Pistoia Alliance operates as a virtual organization advancing its mission primarily through member-driven projects, while also hosting conferences, webinars, and networking events.

The Role:

The Pistoia Alliance is now looking to expand its Membership Services Team by adding a Membership Concierge Position. This position is a virtual, part-time contract position for 2-3 days per week. Work with a fantastic group of people. This is a global role with little to no travel.

Contracted Services Include:

- In charge of Membership Value Add Programs
- Manages Membership Renewal Process
- Member Advocate and campaign contributor
- Acting as an Account Manager to our Members
- Working with Member Sponsorships for Projects

Required Qualifications:

- Program management skills
- Persuasiveness, team player, detail-oriented
- Excellent verbal, written and interpersonal communication skills
- Knowledge of implementation of process change
- Bachelor’s degree in Business, Marketing, Computer Science, or other related fields
- Previous Customer Service or Business Development Management Experience

Contact: Jobs@PistoiaAlliance.org