



Academic Customer Success Manager, Southern Europe

ACS International ACS International, Ltd. (ACSI) is a wholly-owned subsidiary of the American Chemical Society. ACSI is comprised of representatives that serve the scientific community worldwide. Employees represent products and services provided by ACS divisions, including ACS Publications and Chemical Abstracts Service (SciFinder® and STN®) to the world's most important scientific companies, government organizations, global patent offices and academic institutions to promote research and discovery.

ACS International is currently seeking an Academic Customer Success Manager based in Europe (France, Spain or Italy).

Position Summary

The Customer Success Function delivers a world class customer experience ensuring that Academic customers receive value from their solutions, continue to buy CAS solutions, and expand their relationship.

The Academic Success Manager is accountable for profitable achievement of sales objectives for existing accounts in an assigned territory by identifying opportunities to grow, cross-sell and penetrate the customer utilizing the CAS portfolio of products and services.

The Academic Success Manager is accountable for initiating and developing relationship to multi-level stakeholders, influencers and decision makers within the academic and public research landscape in assigned territory.

Position Accountabilities

- Standard CSM duties for CSMs +
- Builds and nurture a network of partners at multi-level in the universities and public research organizations in order to ensure and secure CAS's presence in this market.
- Is accountable for securing and developing the Book of Business of the Academic customers of the assigned region.
- Is a member of and participates to the CAS Global Academic Business Council made up of a cross-functional team of staff and managers focused on serving our global academic customers.
- Gets the support of Customer Success Specialist partners that will ensure Academic users are onboarded and trained on CAS solutions.
- Anticipates and drives growth of additional services and coverage levels by conducting thorough needs assessments and matches these needs to the appropriate solutions.
- Attend/present at trade shows, events and conferences

Minimum Education/Experience/Technological Knowledge

- Bachelor's degree
- Experience within the scientific information / data industry
- 7+ years of experience selling in the Academic and Public Research market
- Significant and relevant experience in initiating and developing relationship to multi-level stakeholders, influencers and decision-makers within the academic and public research landscape.
- Public Relations experience in the scientific research landscape is a plus.
- Able to work in English and at least 2 of the 3 following languages: French, Spanish, Italian.

- Easy at working in a large and matrix organization with transversal partners.
- Self-motivated, proactive, optimistic attitude with an entrepreneurial spirit
- Excellent persuasive presentation, verbal and written communication skills
- Strong relationship builder. Collaborative advocate for new ideas and new ways of doing business
- Track record of exceeding sales metrics and goals. Demonstrated negotiation and creative deal-making skills in the academic environment.
- Able to build deals and partnerships that go beyond simply proposing the biggest financial offer
- Proven ability to quickly gain in-depth understanding/knowledge of a partner's business, organizational structure, business processes and financial structure

To apply for a position, please submit your cover letter and CV to careers@acs-i.org