



Account Consultant, China – 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 CAS (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 Account Consultant based in Shanghai, China.

Position Summary

This position is responsible for developing and implementing market strategies for commercial & government market in assigned China region. This includes identifying new customers and channels, building relationships with customers and potential customers, and overall representation of CAS in the region including providing technical/product support for the region.

Position Accountabilities

1. Develops and implements a regional marketing strategy through onsite visits, as needed, to existing and potential customers to promote CAS products and services and increase revenue.
2. Conducts customer product & training support to ensure customer satisfaction and increase revenues. This includes providing product presentation and training with customers to effectively use CAS products and services.
3. Develops a direct presence in the region and build up additional channels for effective communication.
4. Increases revenue and achieves objectives through penetration of assigned and potential customers and supporting agent group.
5. Demonstrates proficiency in the following areas:
 - Product knowledge
 - Industry knowledge
 - Competitive knowledge
6. Maintains liaison between customers and CAS to resolve technical issues and enhance customer support.
7. Maintains and reports customer information through the CAS channels and CRM system.
8. Gathers and communicates market information to CAS to enhance the product planning function.
9. Performs other duties as assigned.

Minimum Education/Experience/Technological Knowledge

- Master's Degree or equivalent in Chemistry or Science is preferred.
- 5+ years of experience.
- Marketing and/or customer support experience.
- Experience with a publisher, software, and/or scientific area.
- Experience marketing chemistry-related products and/or information/intellectual property preferred.
- Strong communication and interpersonal skills.
- Demonstrated self-motivation and initiative.
- Ability to work independently.
- Ability to build relationships and influence others.
- Willing to travel 75% of the time in Mainland China.

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