



Account Manager, Europe, United Kingdom, Germany or Spain – ACS International

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ACS International is currently seeking a Customer Success Manager based Europe, United Kingdom, Germany or Spain.

Position Summary

The Customer Success Function delivers a world class customer experience ensuring that customers receive value from their solutions, continue to buy CAS solutions, and expand their relationship. The IP 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 Intellectual Property portfolio of products and services.

The IP Success Manager identifies new customer opportunities, tracks selling activities and manages contact information for sales prospects. Delivers sales presentations and collects information about prospective clients to assist in development of marketing plans. Partners with internal subject matter expert functions throughout the sales process to advance opportunities.

Position Accountabilities

- Generates revenue utilizing sales opportunity process via necessary sales and support visits, calls, emails and presentations with the expectation of creating, advancing, and closing revenue opportunities within an assigned territory. This includes aggressive prospecting and scheduling product sales demonstrations and product orientations to potential prospects.
- Manages and drives a pipeline of sales opportunities.
- Identifies and gains access to decision makers. Cultivates relationships with the most senior buyer in the client organization as well as networking with day-to-day client representatives and buyers.
- Source prospects, educate and qualify leads to create sales-ready opportunities.
- Must be able to effectively identify, communicate and work through customer problems, issues and opportunities.
- Anticipates and drives growth of additional services and coverage levels by conducting thorough needs assessments and matches these needs to the appropriate solutions.
- Follow the established sales process and consistently utilize the CRM to document prospect interaction, ensuring efficient lead management
- Develop and maintain daily plans to maximize phone time, including pre-call planning, adhering to metrics and customized scripts based on prospect type.
- Attend/present at trade shows, events and conferences

Minimum Education/Experience/Technological Knowledge

- Bachelor's Degree in Science related fields, business, communications or other related disciplines
- Three (3) or more years of demonstrated experience selling solutions into Intellectual Property departments of corporations

- 5 or more years of sales related experience including lead generation, inside and outside sales, business development, customer service
- Proven track record of exceeding sales objectives and territory/account development
- Experience leveraging LinkedIn and other prospecting tools
- Experience selling science related solutions and/or information/intellectual property
- Strong capacity to articulate industry-specific value proposition to address customer pain points
- 2 years' experience with CRM and opportunity management systems, preferably Salesforce.com
- Demonstrated experience with virtual selling tools such as GoToMeeting, Web-Ex and other comparable tools

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