



Account Management Specialist (Com & Gov), China – ACS International

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ACS International is currently seeking an Account Management Specialist (Com & Gov) based in Beijing, China.

Position Summary

The Account Management Specialist serves this community by delivering a world class customer experience ensuring that customers receive value from their solutions, continue to utilize CAS solutions, and expand their relationship. The Account Management Specialist is accountable for achievement of business objectives for existing accounts in commercial and government sectors by identifying opportunities to grow, retain, and penetrate the customer utilizing the product portfolio and services.

The Account Management Specialist ensures that every customer realizes the full value of CAS products and services by:

- Onboards, enables, and supports our users and customers how to realize the full value of our solutions
- Retain, grow, and upgrade existing clients through a superior experience and understanding of their needs
- Managing CAS customers and ensuring that they are receiving exceptional experiences through our interactions with CAS as a firm

Position Accountabilities

1. Collects and analyzes commercial and governmental market information.
2. Manages commercial and governmental customers through outbound calls, email communications, and web demonstrations, as well as manage inbound phone calls and email inquiries with the expectation of creating, advancing, and closing business opportunities.
3. Follows the established sales process and consistently utilizes the CRM to document prospect interaction, ensuring efficient lead management.
4. Analyzes customer information, identify risks and take action where necessary to ensure optimal customer experience and product usage.
5. Anticipates and drives growth of additional services and coverage levels by conducting thorough needs assessments and matches these needs to the appropriate solutions.
6. Cultivates relationships with the decision makers and key users in the client organization as well as with day-to-day client representatives and key contacts.
7. Create and document user success stories and communicate these to clients.
8. Support Account Consultants to provide customer supports to clients with high level professionalism.
9. Understands the importance of timely follow up with customers, managers and staff making communication a top priority.
10. Develops and maintain daily plans to maximize customer contact time. Must be able to effectively identify, communicate and work through customer problems, issues, and opportunities.

Minimum Education/Experience/Technological Knowledge

- Master's Degree in Chemistry and related sciences degrees.
- 1 - 2 years of work experience in customer service or business develop related experience
- Strong desire to be in technology/solution business development
- Excellent written/verbal communication skills

- Ability to multi-task, prioritize, and manage time effectively
- Experience with CRM and opportunity management systems, preferably Salesforce.com

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



客户管理专员（中国政府企业市场）-美国艾赛思国际有限公司北京代表处

美国艾赛思国际有限公司（ACSI）是美国化学会（ACS）的全资分支机构。ACSI 由服务于全球科学界的代表组成。ACSI 员工代表 ACS 各部门 -包括 ACS Publications 和 CAS (CAS SciFinder[®], STN[®])-向全球科技企业、政府组织、专利局和学术机构提供产品和服务，以促进科学研究和发现。

虚位以待 - 中国政府企业市场客户管理专员

职位概述

客户管理专员通过向客户提供一流的体验服务于 ACSI 总体发展目标。确保客户从 CAS 解决方案获得价值、持续使用 CAS 解决方案，拓展 CAS 客户关系。客户管理专员负责实现政府企业市场客户的业务目标，识别业务机会、利用 CAS 产品组合和定制服务实现业务目标的保持和增长。

客户管理专员通过以下工作推进客户对 CAS 产品和服务的价值认同：

- 引导、确保、支持终端用户（个人）及客户（机构）认同 CAS 解决方案的价值。
- 透彻理解客户需求，提供卓越的客户体验，推进 CAS 解决方案的维护、增长和升级。
- 通过内部协作，实现 CAS 客户管理，确保客户获得卓越体验。

岗位职责

1. 收集、分析政府企业市场信息。
2. 通过电话、邮件沟通和在线演示及回应咨询电话、邮件管理政府企业客户，创建、推进和关闭业务机会。
3. 遵循既定工作流程，维护客户关系管理系统，记录与客户的互动，确保有效的客户管理。
4. 分析客户信息，识别风险并采取必要的行动以确保最佳的客户体验和 CAS 产品的使用。
5. 通过对客户需求进行评估，匹配 CAS 最佳解决方案，预测并推动增值服务和用户覆盖率增长。
6. 建立并维护与客户的决策者、关键用户及关键联系人的关系。
7. 创建并记录用户成功案例，并与客户进行沟通。
8. 协助客户顾问、以高水平的专业精神为客户提供支持。
9. 深入理解及时跟进支持客户、经理和各部门协同工作的重要性，将沟通作为首要任务。
10. 制定和维护日常工作计划，最大限度增加与客户的接触时间。

教育、经验及技能要求：

- 化学或化学相关学科硕士及硕士以上学历
- 客户服务或商务拓展 1-2 年从业经验
- 对从事技术/解决方案型商务拓展有强烈意愿
- 具备优秀的书面/口头沟通能力

- 能够同时处理多项任务、确定任务优先顺序、有效管理时间
- 熟悉使用 CRM 或 Salesforce 等客户管理系统

有意申请此职位，请发送简历至 careers@acs-i.org