



### **Customer Success Manager (Consultant), Brazil – ACS International**

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ACS-i Brazil is looking for an experienced professional with a science background to support and manage the customers portfolio (academic, commercial and government) as a temporary consultant.

#### **Position summary:**

The Customer Success Function serves this community by delivering a world class customer experience ensuring that customers receive value from their solutions, continue to buy CAS solutions, and expand their relationship. The temporary consultant is accountable for profitable achievement of sales objectives for existing accounts in an assigned territory by identifying opportunities to grow, retain, cross-sell and penetrate the customer utilizing the product portfolio and services.

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

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

#### **Primary duties of the role will be:**

- Manages an assigned book of business and builds, expands, and solidifies relationships with existing clients via necessary sales and support visits, calls, emails and presentations with the expectation of creating, advancing, and closing revenue opportunities within an assigned territory.
- 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.
- Cultivates relationships with the most senior buyer in the client organization as well as with day-to-day client representatives and buyers.
- Follows the established sales process and consistently utilizes the CRM to document prospect interaction, ensuring efficient lead management.
- Monitor customer dashboards , identify risks and take action where necessary to ensure optimal customer experience and product usage
- Create and document user success stories and communicate these to buyers.
- Understands the importance of timely follow up with customers, managers and staff making communication a top priority.
- Develop and maintain daily plans to maximize selling time, including pre-call planning, adhering to metrics and customized scripts based on opportunity type.
- Attend/present at trade shows, events and conferences
- Develops customized instructional materials utilizing instructional design principles, following a standard design template, incorporating technical content on product applications, and including examples relevant to the targeted audience.
- Evaluates customer information needs and matches them to appropriate products and services.

- Plan and support marketing activities for the academic community, such as workshops and seminars, as well as other events that help to disseminate CAS and its products.
- Adjust marketing activities and training based on end users' needs and sales strategy.

**Qualifications**

- Bachelor's Degree in Science related fields preferred, PhD degree is a plus
- 5 or more years of sales related experience including lead generation, inside and outside sales, business development, customer service
- Experience in or with academia in Brazil
- Experience managing large accounts
- Relationship building skills
- Experience leveraging LinkedIn and other prospecting tools
- Experience selling science related solutions and/or information/intellectual property is highly preferred
- 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
- Dynamic, curious and proactive, team player, quick learner
- English fluency for both written/spoken
- Demonstrated experience with virtual selling tools such as TEAMS, ZOOM, Webex and other comparable tools

To apply for a position, please submit your cover letter and CV to [careers@acs-i.org](mailto:careers@acs-i.org)