



Customer Center Specialist, China – ACS International

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ACS International is currently seeking a Customer Center Specialist based in China.

Position Summary

This position is within the CAS Customer Center (China), that provides customer service in solving user's problems in accessing CAS's products and services; and directing inquiries to related CAS teams. This includes working directly with customers to solve technical problems with the registration and use of all supported versions of CAS solutions. The position serves as an internal resource and escalation partner for other CAS support teams. The Customer Center's insights into CAS data and product functionalities enables this team to accurately and efficiently provide quality support that results in a world class Customer Experience.

Position Accountabilities

This role assists customers with troubleshooting customers' problems in registration, product access, chemistry and related science searching questions, technical problems, etc. with all CAS products and services; escalating or directs unresolved problems to related internal teams and is accountable for answering users' questions; collecting customer feedback, pattern detection, market trends and ideas for improving CAS products and services; logging, tracking, completing, and reporting on all activities; performing all duties within specified departmental standards of excellence; taking part in projects (on ad hoc basis) supporting departmental initiatives and new product launch activities; or performing other duties as assigned.

This requires familiarity with CAS solutions, chemistry knowledge and associated technologies, a variety of desktop operating systems, many versions of web browsers, a variety of proxy servers and firewalls and a few third-party software solutions.

Minimum Education/Experience/Technological Knowledge

- Bachelor's Degree in Chemistry; advanced degree and associates degree in Computer Science preferred.
- 3 or more years' experience in a customer support environment.
- Strong communication and interpersonal skills with the ability to prioritize effectively.
- Well-developed analytical skills, logical problem-solving capabilities, and sharp troubleshooting.
- High technical acumen; adept in Windows, multiple browsers Salesforce.com, troubleshooting browser-based software
- Intellectual curiosity
- Team oriented
- Ability to switch between phone support and email-based support; experience with chat-based support a plus
- High proficiency in English & Chinese

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