



Customer Success Specialist – 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 a Customer Success Specialist based in Germany, United Kingdom, Belgium, Denmark, Switzerland or Austria.

Position Summary

Responsible for collaborating with Sales staff in an assigned territory by providing pre and post-sale technical training and product consulting to customers worldwide. Accountable for preparing and presenting instructional materials in various media for technical training events for user meetings, technical conferences, on-site customer visits, customer meetings via teleconference, and the virtual online product laboratory.

Job Duties

- Delivers technical instruction and demonstrations for pre and post-sale support, workshops, user meetings, technical conferences, and customer visits. The instruction may be delivered in person or remotely, may utilize stock or customized materials.
- Develops stock and customized instructional materials in various media 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. Alerts sales representatives of potential sales opportunities and post-sale support needs.
- Gathers customer feedback on products, services, or policies and communicates this information to internal partners such as product development, sales representatives and sales operations.
- Provides introductory technical product application training for sales staff and agents worldwide and for other staff as needed.
- Provides product support by participating in regional and national exhibits.

Job Requirements

- Bachelor's Degree in Science related fields, advanced degree preferred
- 5 or more years of related technical support or product training, customer support or product development
- Experience supporting science related solutions and/or information/intellectual property with a strong capacity to articulate industry-specific value proposition to address customer pain points
- Ability to develop and design training customized materials to meet customer needs and highlight product features by explaining and demonstrating search techniques and using examples
- Strong presentation skills and ability to communicate and answer questions about product content and relevant chemical information; experience with chemical information products and services preferred
- Demonstrated experience with virtual presentation tools such as GoToMeeting, WebEx, Zoom, MS Teams or other comparable tools
- Experience with organic synthesis and retrosynthesis tools
- Experience with CAS products like SciFinder is preferred
- English fluency both written/spoken, German fluency preferred

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