



Customer Success Specialist, China – 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 Shanghai, China.

Position Summary

Responsible for collaborating with Account Consultants by providing pre- and post-sale technical training and product consulting to customers in Mainland China. 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 onsite, teleconference, and the virtual online product laboratory; visiting R&D and IP leaders to introduce CAS's solutions and establish/maintain good relationship with them; providing product support to Account Consultants and Marketing team.

Position Accountabilities

1. 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.
2. 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.
3. Evaluates customer information needs and matches them to appropriate products and services. Alerts Account Consultant representatives of potential business opportunities and post-sale support needs.
4. Gathers customer feedback on products, services, or policies and communicates this information to internal partners such as product development, Account Consultant representatives and revenue operations.
5. Provides introductory technical product training for Account Consultant representatives and agents in China, and for other staff as needed.
6. Provides products support by participating in regional and national exhibits.
7. Visits R&D and IP leaders of clients or prospects to understand their needs and introduce how CAS's solutions can address customers' challenges.

Minimum Education/Experience/Technological Knowledge

- Minimum Master's Degree in Chemistry related fields, advanced degree preferred
- 3 or more years of related technical support or product training, customer support or product development, or R&D working experience
- Experience supporting science related solutions and/or information/IP 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
- Experience with chemical information products and services preferred
- Experience with CAS products like SciFindern is preferred

- Demonstrated experience with virtual selling tools such as Zoom, MS Teams, Web-Ex, Tencent Meeting or other comparable tools
- Chinese native and English fluency both written/spoken
- Willing to travel 50-75% of the time in Mainland China.

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