



Customer Success Specialist, Germany or United Kingdom – ACS International

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ACS International is currently seeking a Customer Success Specialist based in Germany or United Kingdom.

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.

Position Accountabilities

- 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.

Minimum Education/Experience/Technological Knowledge

- 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 CAS products like SciFinder is preferred
- Understanding of patenting process is preferred
- German fluency is preferred

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