



Customer Success Specialist, United Kingdom – ACS International

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ACS International is currently seeking a Customer Success Specialist based in the 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. Also identifies opportunities to grow, retain, cross-sell and penetrate the customer utilizing their expertise in the product and services portfolio. 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, business, communications or other related disciplines, advanced degree preferred
- 3 or more years of related technical sales, product training or customer service, or technical and scientific teaching experience, including post-doc positions
- 2 years or more experience selling science related solutions and/or information/intellectual property with a strong capacity to articulate industry-specific value proposition to address customer pain points
- Demonstrated experience developing and designing 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 selling tools such as GoToMeeting, Web-Ex and other comparable tools
- 2 years' experience with CRM and opportunity management systems, preferably Salesforce.com

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