



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 Chemical Abstracts Service (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 China.

Position Summary

Responsible for collaborating with Account Consultants by providing pre- and post-sale technical training and product consulting for the STN® IP Protection Suite and CAS products/solutions to customers in mainland China. 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 onsite, teleconference, and the virtual online product laboratory.

Position Accountabilities

- Delivers technical instruction and demonstrations of the STN® IP Protection Suite and CAS products/solutions 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 Account Consultant representatives of potential business 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, Account Consultant representatives and sales operations.
- Provides introductory technical STN® IP Protection Suite application training and other CAS products/solutions training for Account Consultant representatives and agents in China, and for other staff as needed.
- Provides STN® IP Protection Suite and other CAS products/solutions support by participating in regional and national exhibits.

Minimum Education/Experience/Technological Knowledge

- Master's Degree in Science related fields, advanced degree preferred
- 3 or more years of related IP or R&D working experience
- 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
- Technical sales or product training, experience in the intellectual property/patent field preferred

- 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 preferred
- Demonstrated experience with virtual selling tools, e.g. Zoom, Web-Ex, Tencent Meeting and comparable tools
- Experience with CRM and opportunity management systems preferred

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