



IP Success Manager, Europe – ACS International

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ACS International is currently seeking an IP Success Manager based in Europe.

Position Summary

The Customer Success Function delivers a world class customer experience ensuring that customers receive value from their solutions, continue to buy CAS solutions, and expand their relationship. The IP Success Manager is accountable for profitable achievement of sales objectives for existing accounts in an assigned territory by identifying opportunities to grow, cross-sell and penetrate the customer utilizing the CAS Intellectual Property portfolio of products and services.

The IP Success Manager identifies new customer opportunities, tracks selling activities and manages contact information for sales prospects. Delivers sales presentations and collects information about prospective clients to assist in development of marketing plans. Partners with internal subject matter expert functions throughout the sales process to advance opportunities.

Position Accountabilities

1. Generates revenue utilizing sales opportunity process via necessary sales and support visits, calls, emails and presentations with the expectation of creating, advancing, and closing revenue opportunities within an assigned territory. This includes aggressive prospecting and scheduling product sales demonstrations and product orientations to potential prospects.
2. Identifies and gains access to decision makers. Cultivates relationships with the most senior buyer in the client organization as well as networking with day-to-day client representatives and buyers.
3. Source prospects, educate and qualify leads to create sales-ready opportunities.
4. Must be able to effectively identify, communicate and work through customer problems, issues and opportunities.
5. Anticipates and drives growth of additional services and coverage levels by conducting thorough needs assessments and matches these needs to the appropriate solutions.
6. Follow the established sales process and consistently utilize the CRM to document prospect interaction, ensuring efficient lead management
7. Develop and maintain daily plans to maximize phone time, including pre-call planning, adhering to metrics and customized scripts based on prospect type.
8. Attend/present at trade shows, events and conferences

Minimum Education/Experience/Technological Knowledge

- Bachelor's degree
- Patent law, legal experience a plus
- Patent search or research experience – i.e., familiarity with search engines a plus
- 5+ years of experience selling in the Intellectual Property or Legal industry
- Track record of exceeding sales metrics and goals
- Significant and relevant experience in B2B selling to multi-level stakeholders and decision-makers within client organizations

- Proven ability develop, analyze and assess business opportunities
- Demonstrated negotiation and creative deal-making skills
- Able to build deals and partnerships that go beyond simply proposing the biggest financial offer
- Proven ability to quickly gain in-depth understanding/knowledge of a partner's business, organizational structure, business processes and financial structure
- Excellent persuasive presentation, verbal and written communication skills
- Strong relationship builder. Collaborative advocate for new ideas and new ways of doing business
- Self-motivated, proactive, optimistic attitude with an entrepreneurial spirit

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