



### **Senior Customer Success Manager– 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 Senior Customer Success Manager based in Germany.***

The Strategic Accounts team will ensure that our top customers have positive, differentiated experiences across all of our products and services, resulting in increased customer retention, upsell opportunities and partnership as a preferred vendor. The Sr. Customer Success Manager ensures that their assigned customers realize the full value of CAS products and services by:

- Onboarding, enabling, and teaching our Strategic account users and buying influencers how to realize the full value of our solutions
- Retain existing Strategic clients by delivering a superior experience through a clear understanding of their needs
- Grow the customer asset through a superior customer experience, resulting in higher retention rates and more upsell opportunities.

### **Accountabilities:**

- Influence and coordinate internal cross-functional resources (Sales Operations, Legal, Product, Marketing, etc.) to ensure that CAS customers receive full value from the solutions they purchase
- Train users on how to effectively use and maximize value received from CAS products
- Manage a book of existing business to ensure customers continue to buy products and solutions from CAS.
- Monitor customer usage and take action on risks to customer loyalty and retention
- Collaborates with the Strategic Account Manager to identify upsell and cross sell opportunities for revenue expansion, referring them to the Strategic Account Manager for action
- Identify and communicate value stories to users, influencers, and buyers
- Coordinates with other CAS sales and customer success personnel in other global regions when required for on-boarding, renewal efforts, and customer support issues
- Manage escalated customer issues to bring to satisfactory resolution for the client
- Expand our influence within the Strategic account by identifying key personas, cultivating relationships and proving CAS value
- Refer cross-sell and upsell opportunities to the Strategic Account Manager
- Works in unison with Strategic Account Manager to ensure CAS is designated as a preferred or strategic vendor / partner of the highest quality and value
- Responsible for improved customer satisfaction and Net Promoter Score measurements
- Promotes and makes relevant the CAS Brand through their actions as a customer advocate and who's primary goal is to support client innovation and growth through their use of CAS products and services

**Requirements:**

- Bachelor's Degree in Chemistry related fields, business, communications or rich history with chemical applications
- 6 or more years of account management or customer success in delivering a consistent experience for complex, multi-national customers
- Proven ability to increase bookings and annual contract value in portfolio of strategic accounts
- Experience with science related solutions and/or information/intellectual property
- Strong capacity to communicate with users of scientific data, their management and executives and drive alignment on common objectives
- Active listening and demonstrated ability to work across a variety of audiences
- Strong written and verbal communication skills in both English and German
- 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
- Strong capacity to articulate industry-specific value proposition to address customer pain points
- Experience leveraging LinkedIn and other prospecting tools
- Demonstrated experience with virtual selling tools such as GoToMeeting, Web-Ex and other comparable tools
- Strong working knowledge of CAS products
- 3 or more years' experience with CRM software; preferably Salesforce.com

*To apply for a position, please submit your cover letter and CV to [careers@acs-i.org](mailto:careers@acs-i.org).*