Key Account Customer 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 CAS (SciFinder® and STN®) to the world’s most important scientific companies, government organizations, global patent offices and academic institutions to promote research and discovery.

ACSI International is currently seeking a Key Account Customer Manager based in the Middle East.

Position Summary

The Customer Success Function serves this community by delivering a world class customer experience ensuring that customers receive value from their solutions, continue to buy CAS solutions, and expand their relationship. The Lead Customer Success Manager is accountable for profitable achievement of sales objectives for existing and new accounts in an assigned territory by identifying opportunities to grow, retain, cross-sell and penetrate the customer utilizing the product portfolio and services. He has also an overall responsibility of initiating a key account strategy by reaching out to C Level Executives and Influential stakeholders to stabilize the CAS revenue in the region and grow it in a sustainable way. The objective is the local key influencers consider CAS as a trusted and long-term partner and a contributor to solving their education and research and innovation challenges.

This Key Account Customer Success Manager ensures that every customer realizes the full value of CAS products and services by:

- Coordinating Onboarding, enabling through insights, and teaches our users and customers how to realize the full value of our solutions
- Retain, cross-sell, and upsell existing clients through a superior experience and understanding of their needs
- Managing a territory of CAS customers and ensuring that they are receiving exceptional experiences through our interactions with CAS as a firm

Job Duties

- Develop high level relations with key public institutions in the Middle East region (mainly in KSA, Egypt and Turkey) to stabilize and then grow CAS revenue.
- Secure and develop the top 10 accounts of the ME region (Key Account Management)
- Manage, structure, and develop collaboration with the existed and new third-party agents in the ME region.
- Collaborate and teamwork with other Customer Success Managers in the team for the region.
- Manages an assigned book of business and builds, expands, and solidifies relationships with existing clients via necessary sales and support visits, calls, emails, and presentations with the expectation of creating, advancing, and closing revenue opportunities within the assigned territory.
- Must be able to effectively identify, communicate and work through customer problems, issues, and opportunities.
- Anticipates and drives growth of additional services and coverage levels by conducting thorough needs assessments and matches these needs to the appropriate solutions.
- Cultivates relationships with the most senior buyer in the client organization as well as with day-to-day client representatives and buyers. Can facilitate buy-in from multi-stakeholder buying decision teams.
- Follows the established sales process to drive value and consistently utilizes the CRM to document prospect interaction, ensuring efficient lead management.
- Secure in-person, phone, or virtual engagements with customers to connect more deeply with customers and learn their challenges and how CAS can help.
- Monitor customer dashboards, identify risks and take action where necessary to ensure optimal customer experience and product usage
- Create and document user success stories and communicate these to buyers.
- Understands the importance of timely follow up with customers, managers and staff making communication a top priority.
• Develop and maintain daily plans to maximize selling time, including pre-call planning, adhering to metrics and customized scripts based on opportunity type.
• Building account plans for mapping out customer/account landscape and create plans for driving, protecting or growing value in accounts.
  Attend/present at trade shows, events, and conferences

Job Requirements

• Bachelor’s Degree in Science related fields, business, communications, or other related disciplines. Advanced degrees a plus.
• 8+ years of sales related experience (in-person with travel) including lead generation, inside and outside sales, business development, customer service
• 5 years’ experience with CRM and opportunity management systems, preferably Salesforce.com
• Proven experience of structuring a sales territory, regularly report progress and being force of proposal for breaking the differentiate from competition.
• Proven experience in succeeding to reach high level executive and create sustainable and long-term relations and partnerships.
• Experience with traveling the Middle East for work-related projects or meetings with customers.
• Experienced and trained in diagnostic/consultative selling.
• Proven track record of exceeding sales objectives and territory/account development
• Excellent written/verbal communication skills
• Proficient with Arabic and Turkish language
• Ability to multi-task, prioritize, and manage time effectively
• Experience leveraging LinkedIn and other prospecting tools
• Experience selling science related solutions and/or information/intellectual property
• Strong capacity to articulate industry-specific value proposition to address customer pain points
• Demonstrated experience with virtual selling tools such as GoToMeeting, Web-Ex and other comparable tools
• Travel frequently

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