



Key Account 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.

ACS International is currently seeking a Key Account Manager based in Germany.

Position Summary

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

- Managing all aspects of their assigned Key Accounts, including overall relationship management, cross-selling, upselling, retention, conflict-resolution, and overall client satisfaction.
- Focusing on increasing Annual Contract Value (ACV) for all CAS solutions assigned Key accounts through developing relationships which are both deeper and wider, engaging with all cross-functional and business unit key decision makers and influencers. This should lead to expansion of new service opportunities and leads in new domain initiatives.
- Identifying areas for CAS to best align to client's needs and strategic direction so that future growth opportunities are proactively identified and captured.
- Following a well-defined sales process, keeping CRM tool up-to-date and reflective of opportunity status
- Aligning to the most influential Personas within the client organization to build consensus across the buying decision team to improve CAS success rate.
- Must be able to effectively identify, communicate and work through customer problems, issues and opportunities.

Position Accountabilities

1. Understands the unique strategy of each of their assigned accounts and how CAS can best align our solutions in support of that strategy.
2. Conducts sales calls to meet face-to-face with key decision makers to uncover unmet needs, identify opportunities for growth and align with the client's strategic objectives.
3. Owns key metrics like total, upsell, cross-sell, retention bookings, customer satisfaction and NPS scores among the accounts assigned.
4. Collaborates with their peers at CAS across the globe, including subject matter experts to ensure a cohesive, well communicated approach for each client – builds consensus internally and externally to drive a unified face to the client that results in exceptional customer engagement and satisfaction.
5. Manages their pipeline, forecast, and deal desk calls related to their assigned clients to develop a strategy, and align resources that will increase incremental business.
6. Managing key relationships across the entire business decision team and user groups at the account, ensuring advocacy and trust
7. 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 an assigned territory.
8. Cultivates relationships with the most senior buyer in the client organization as well as with day-to-day client representatives and buyers.
9. Monitor customer dashboards, identify risks and take action where necessary to ensure optimal customer experience and product usage.

Minimum Education/Experience/Technical Knowledge

- Bachelor's Degree in a Science field of study required
- 6-8 or more years of sales related experience in a global capacity across multiple theaters and cultures including lead generation, inside and outside sales, business development, and strategic accounts
- Must be fluent in speaking and writing in German and English languages (French as a third language would be a plus)

- 5 or more years' experience with CRM software
- Experience in understanding client strategy, market position, budget and goals to develop an offering that delivers long term value for the customer and the business
- Ability to network and establish important relationships with key personas and senior management across an entire organization and deliver tailor made value proposition
- Proven ability to increase bookings and annual contract value in portfolio of key accounts
- Experience in delivering a consistent experience for complex, multi-national customers
- Experience with science related solutions and/or information/intellectual property
- Strong capacity to communicate with executives and drive alignment on common objectives
- Strong written/verbal communication and time management skills
- Active listening and demonstrated ability to work across a variety of audiences
- Strong presentation skills and ability to communicate and answer questions about product content and relevant 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 as MS Teams, Zoom, Web-Ex and other comparable tools
- Strong working knowledge of CAS products
- Travel is required for this role - 25%

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