



Strategic Account Manager, Germany – ACS International

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ACS International is currently seeking a Strategic Account Manager based in Dusseldorf, 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 Strategic Account Manager ensures that their assigned customers realize the full value of CAS products and services by:

- Managing all aspects of their assigned Strategic Accounts, including overall relationship management, cross-selling, upselling, retention, conflict-resolution and overall client satisfaction.
- Focusing on increasing Annual Contract Value (ACV) of assigned Strategic accounts through developing relationships which are both deeper and wider, engaging with all cross-functional and business unit key decision makers and influencers
- Collaborating closely with Sr. Customer Success Managers assigned to their accounts to ensure existing revenues are retained and that users, decision makers and influencers are realizing the full value of CAS solutions.
- Identifying areas for the 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.

Accountabilities:

- Understands the unique strategy of each of their assigned accounts and how CAS can best align our products and service in support of that strategy.
- Recognized as a subject matter expert in assigned account verticals and sub-verticals, market dynamics and their competitive set which influence current and future account strategy and performance.
- 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
- Owns key metrics like total, upsell, cross-sell, retention bookings and customer satisfaction and NPS scores among the accounts assigned to them
- Work closely with the Sr. Customer Success Managers to ensure the customer recognizes value of CAS products and services that goes beyond pricing.
- Collaborates with their peers at CAS across the globe to ensure a cohesive, well communicated approach is taken in working with the client – builds consensus internally and externally to drive a unified face to the client that results in exceptional customer engagement and satisfaction.

- Manages their pipeline, forecast, and deal desk calls related to their assigned clients to develop a strategy, and align resources that will increase their chances of closing incremental business
- Managing key relationships across the entire business decision team and user groups at the account, ensuring advocacy and trust
- Regularly conducts Business Reviews (minimum 2X / year) that result in greater strategic alignment and a focus on shared results orientation.
- Delivers insights to the customer that cause client decision makers and influencers to consider CAS as their trusted partner driven to support their measurable business objectives
- Strives to create compelling ROI / Value propositions specific to the client's needs and resulting in improved business expansion

Requirements:

- Bachelor's Degree in Chemistry related fields, business, communications or rich history with chemical applications
- 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
- Proven ability to increase bookings and annual contract value in portfolio of strategic 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 and verbal communication 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 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

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