



ACS International (ACSI) is looking for a Sales Operations Manager Asia Pacific for the ACS Publications division in Singapore.

ACS Publications publishes over 50 journals for the world's largest and most influential scientific society, the American Chemical Society, providing the worldwide scientific community with cutting-edge research from the most-cited, peer-reviewed publications in the chemical and related sciences. ACS International Ltd (ACSI) Asia Pacific provides sales, marketing, and customer service support for the American Chemical Society Publications. To support its fast growing presence in Asia Pacific, ACS International wants to expand its team of professionals with a Sales Operations Manager (SAM).

The SAM is responsible for management and execution of the operational activities behind the sales process, including quotation, order processing, licensing, invoicing, and access activation. This position will require limited travel as the SAM seeks to build and sustain relationships with key stakeholders, including our distribution partners.

This position reports directly to the Regional Sales Director, ACS Publications, Asia-Pacific, while strongly collaborating with colleagues in the global Sales Analysis & Support team in Columbus, Ohio, USA.

Position Accountabilities

- Provide quality service to academic, corporate, and government customers, sales representatives, and business partners, within Asia Pacific.
- Process and monitor the progress of new and renewal orders through the system to ensure accuracy of products, codes, billing arrangements, terms, licenses, IP range verification, and timely activation of services. Manage the back office process from quote to access activation.
- Answer phone and email inquiries from customers and business partners in a timely, professional and efficient manner providing quality responses and technical assistance when needed.
- Work with management to provide additional support on internal quality control processes.
- Provide backup support for territory business development managers as required.

Education/Experience/Technical Knowledge

- Bachelor's degree or higher.
- 10+ years of relevant experience in the role and region required.
- Fluency of English in spoken and written form.
- Good communication skills.
- Hands-on, pragmatic, independent work style desired.
- Efficiency, accuracy, and organization skill are of great importance.
- Good knowledge and skills in MS Office Applications (esp. Excel, Word) required, and experience with Salesforce will be advantageous.
- Located in Singapore.

To apply for a position, please submit your cover letter and CV to careers@acsi.info.