



SWISS CENTERS

瑞士中心

Swiss Center Shanghai
Room A301, Building 3
No. 526 3rd East Fute Road
China Pilot Free Trade Zone
Shanghai 200131 P.R. China
P.: +86 21 2076 5593
www.swisscenters.org

Customer Success Manager - Swiss Centers China

1. Company Background

Swiss Centers (SC):

Founded in 2000 as a non-profit Sino-Swiss public-private partnership, the Swiss Centers are by far the largest cluster of Swiss companies in Asia.

Swiss Centers' practical solutions supported the businesses of over 400 companies in China - both SMEs and large enterprises. Among them, the Swiss Centers have established more than 100 companies in China, both B2B and B2C, production companies and offices, active in various fields. In cooperation with the diplomatic representations in China, the Swiss Centers also conducts surveys that provide the most detailed expertise available on the situation of Swiss companies in China, and at the same time promotes the Swiss Made brand and Switzerland as a country for quality, innovation and industrial leadership.

With locations strategically situated on China's dynamic East Coast (Shanghai and Tianjin), the Swiss Centers are constantly adapting to the needs of the Swiss economy:

- Instant physical office space as well as ready-to-use workshops, showrooms, and warehouses
- Relations with local Chinese authorities and connections to Swiss government and institutions in China
- Support for secure technology transfer and intellectual property protection
- Access to professional services tailored to SMEs in all aspects of setting up and developing business in China (legal, tax, accounting, recruitment, HR management, IT, marketing)
- Unique solutions such as hosting employees locally or storing and delivering goods on behalf of clients in the Shanghai free trade zone to facilitate business development in China and the rest of Asia

For more information and some reference cases, kindly visit our website www.swisscenters.org and our LinkedIn page <http://www.linkedin.com/company/swiss-center-shanghai>

2. Job Description

2.1. Position

The **Customer Success Manager** will be responsible to develop and acquire customers for SC services, to increase visibility of SC and maintain a strong network with Swiss companies, organizations, and official representations in China, to support business development and follow up on execution of projects.



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The position is based in Shanghai, and reports to the GM and the CEO.
Occasional business trips within China are required.

2.2. Tasks & Responsibilities

- Represent the Swiss Centers' image as the 23-year track record China expert and reliable long-term partner, which provides quality services to Swiss companies for their success in China.
- Develop leads and acquire customers who need advice and practical support in doing business with/in China, be it to enter/access the market, to setup offices or plants, to develop partnerships or to improve operations, among others.
- Actively participate in the development of the Swiss Centers' activities, by reinforcing existing services or working on new ones in order to continue to respond optimally to the demands of potential clients.
- In charge of events and delegations, take care of the organizations and ensure high quality of the program, content and customer satisfaction.
- Contribute to marketing & sales activities both offline (e.g. CIIE, pop-up stores) and online (e.g. WeChat Store, Video channel), to promote Swiss brands and products to Chinese consumers.
- Develop and maintain good relations with the Swiss companies and business communities, as well as Swiss Embassy and Consulates, Swissnex, Swisscham, Swiss Club, among others and develop cooperation and partnerships.
- Support in marketing activities such as newsletters, Press Releases, and social media postings, as well the research work as in annual business survey or for specific projects.
- Support the business development and strategic projects of the Swiss Centers.
- Support the management team on daily operations ensure smooth process, quality services, budget control, and overall team working spirits.
- Support the team when needed and to help to ensure good communications with members, customers, and partners.

3. Candidates

3.1. Personal Attribute

- Naturally likes to expand business, build up networks and relations
- Excellent team player with an enthusiastic and entrepreneurial spirit
- Pro-active, creative and solution oriented
- Service and result oriented
- Very well organized and independent
- Identifies with and recognizes the need for the organization's vision and strategy
- Reliable, responsible, loyal, honest and straightforward



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3.2. Skills

- Strong communication and personal relationships development abilities
- Strong interpersonal and networking capability
- Strong sales & marketing sense
- Project management and event organization
- Strive for precision and quality, and always trying to go the extra mile.
- Language: Excellent English and German/Swiss German or French and knowledge of Chinese (fluency is a big plus)
- Proficient use of Microsoft Office (Word, Excel, Powerpoint, Outlook)
- Knowledge and experience on Chinese social media landscape and channels is a plus

3.3. Requirements:

- Certificate or Diploma in Business Administration or University degree in Economics or Engineering
- Experience living and/or working in China
- Strong experience in sales, marketing, promotion, event organization, or project management
- Swiss national

Additional information and Contact:

For additional information, do not hesitate to contact Mr. Zhen Xiao, CEO, +41 78 857 60 07

Applications shall be sent to zhen.xiao@swisscenters.org