



**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](http://www.swisscenters.org)

## **Are you our new CUSTOMER SUCCESS MANAGER?**

### **1. Job Description**

#### **1.1. Position**

The **Customer Success Manager** will be responsible to develop and acquire customers, to increase our visibility and maintain a strong network with Swiss companies, public and private institutions and organizations. Last but not least, he/she will actively support our business development and follow up on execution of strategic projects.

The position is based in Shanghai, and reports to the CEO.

Regular business trips (at least 2 to 4 times/year) to Switzerland are required.

#### **1.2. Tasks & Responsibilities**

- Represent the Swiss Centers' image as the 23-year track record China expert and reliable long-term partner, which provides quality business facilitation services to Swiss companies for their success in China.
- Lead marketing activities to increase the visibility of Swiss Centers, both online (LinkedIn and Wechat, Newsletters, Press Releases, etc.) and offline (business workshop, events and delegations).
- Develop leads and acquire customers who need advice, strategy development and practical implementation in doing business with/in China, be it to enter/access the market, to setup offices or plants, to develop partnerships, to improve operations and resolve conflicts, among others.
- Actively participate in the development of the Swiss Centers' activities, by reinforcing existing services or developing new ones to continue to respond optimally to the demands of potential clients.
- Develop and maintain qualitative relations and cooperations with Swiss official institutions and private organizations both in China and in Switzerland, including the Switzerland Global Enterprise, the Swiss-Chinese Chamber of Commerce (SCCC), SwissCham, Swissnex, Swissmem, cantonal and regional chambers and professional associations.
- 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.



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- Support the team when needed and to help to ensure good communications with Swiss Centers members, customers, and partners.

## **2. Candidate**

### **2.1. 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.

### **2.2. Skills**

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

### **2.3. Requirements**

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

## **3. Additional information and Contact**

For additional information, do not hesitate to call our CEO Zhen XIAO: +41 78 857 60 07.



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Applications shall be sent to [zhen.xiao@swisscenters.org](mailto:zhen.xiao@swisscenters.org) until December 1, 2023.

#### **4. Company Background**

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 450 companies in China – mostly SMEs but also 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 the "[Swiss Business in China Survey](#)" that provides 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](#) and [our LinkedIn page](#).