Pfeiffer Vacuum is a leading provider of vacuum solutions with over 3,200 employees in more than 25 locations around the world. We stand for innovative and reliable products, competent advice as well as first-class service. For more than 125 years, we have set standards in vacuum technology. An important milestone was the invention of the turbopump in our company more than 60 years ago. Apply now and make our success story yours too!

Pfeiffer Vacuum Inc. for the <Nashua> location

Customer Care Specialist

You can expect these tasks:

1. Process loans for sales, product support and product management teams; to include customer and sales engineer demo loans.

2. Support departments by collecting internal compliance data with auditors and various departments.

3. Provide administrative support by completing certifications and representations.

4. Process, follow up and close loans for customers. These requests will come through sales, product support and product management teams.

5. Determine and keep records of loan orders, loan status, ship date, availability and back orders. Conduct monthly/quarterly calls with sales team members to obtain updates. Maintain demo listing with age of equipment and work with product management for rotation of equipment.

6. Review of company’s business practices to ensure that they are following pertinent regulations. This will help ensure Pfeiffer Vacuum is staying abreast of regulatory changes which will mitigate risk to the company.

You should have these qualifications:

Qualifications
Requirements include knowledge of Microsoft Office, Outlook, and Windows as well as general background working with computers and office equipment (copiers, etc.) and accurately performing data entry.

Education and/or Experience
Bachelor’s degree preferred. Not less than two years experience in an administrative capacity in an industrial/office work environment. In depth knowledge of customer support function, company products and demonstrated ability to work well under time pressure. Experience with Microsoft Office is required, as well as excellent verbal and written communication skills. Highly self-motivated, detail oriented person with customer service experience. Experience in a service related industry is preferred.

Language Skills
Essential functions require the ability to read, write and speak English.
Mathematical Skills
Basic Mathematical skills.

Reasoning Ability
Works on assignments that are semi-routine in nature where ability to recognize deviation from accepted practices is required. Normally receives general instruction for routine work, detailed instruction on new assignments. Typically required to use spreadsheets, data base queries, presentations, and word processing applications.

Certificates, Licenses, Registrations
Valid Drivers License

TOOLS AND/OR EQUIPMENT
This position uses a computer extensively with demonstrated abilities in the use of Microsoft products as well as other common office type equipment.

If you are an individual with disabilities who needs accommodation or you are having difficulty using our website to apply for employment, please contact Jill Guilmain at 603-578-6519.

We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status of protected veteran, among other things or status as a qualified individual with a disability.

We participate in E-Verify.

EEO/AA/M/F/Veteran/Disabled

We look forward to receiving your application!

To apply for this position, please click here. If you are an internal applicant, please visit the Career Center through ADP Workforcenow.