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 a Field location

Key Account Manager

You can expect these tasks:

Supervisory Responsibilities

1. Manages subordinates' work following established company policies and procedures for the support of key accounts and customer expectations.
2. Manages subordinates' activities in relation to key account and customer needs.
3. Promotes employee morale, competencies, and team-oriented behavior essential to accomplishing requirements.

Duties

1. Works closely with management, engineering, factory and after sales support professionals throughout the customers' organization; identifying business opportunities, developing account strategies, preparing and making sales presentations; participating in technical meetings utilizing internal resources, negotiating contracts and managing technical projects.
2. Reviews customer requirements and presents company products that will fill those needs.
3. Coordinates new product introductions. Arranges for product demonstrations, plant tours, training events and other activities that promote understanding of company products for customers and sales force.
4. Provides technical and product expertise to support sales force.
5. Communicates with other departments and customers to ensure satisfactory customer support
6. Perform other duties as assigned.

You should have these qualifications:

Qualifications

Strong organizational and creative problem solving skills as well as good planning and technical equipment troubleshooting skills required. In depth knowledge of Semiconductor Fab operations is a must and of Pfeiffer company products is highly desired.

Education and/or Experience

Requires B.S./B.A. degree, preferably in an Engineering or Science discipline; M.S Preferred. In-depth knowledge of vacuum technology and Semiconductor Fab operations is essential. 5+ years of experience within the semiconductor industry is necessary. Prior experience in the management of a technical field team within the customer’s facility is essential.
Language Skills

The ability to communicate in English verbally and in writing is essential. Reports, email correspondence, schedules, performance reviews are all typical requirements of this position and must be effectively and professionally communicated. This position also serves as a key liaison between the customer and the Company and must articulate critical needs, issues, situations, and plans to keep customer satisfaction high.

Reasoning Ability

Must be able to multi task and operate in a fast paced environment while maintaining a disciplined approach to oversee major customer needs. The ability to understand the customers’ requirements and plan the support strategy is essential. Must be able to solve both practical and complex problems and deal with a variety of factors in situations where only limited standardization exists.

Certificates, Licenses, Registrations

Both a valid drivers license and satisfactory driving record are required at the time of hire and periodically thereafter. A passport for international travel is a requirement.

TOOLS AND/OR EQUIPMENT

This position uses a computer extensively with demonstrated abilities in the use of Microsoft products as well as other types of software and office equipment.

WORK ENVIRONMENT

This position will work in various environments including office and factory settings.

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.

Applicants must be able to work in the United States without sponsorship. 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.