Headquartered in Asslar, Germany, Pfeiffer Vacuum is one of the world’s leading providers of vacuum solutions. In addition to a full range of hybrid and magnetically levitated turbo pumps, the product portfolio comprises backing pumps, measurement and analysis devices, components as well as vacuum chambers and systems. Founded in 1890, Pfeiffer Vacuum is active throughout the world today. The company employs a workforce of some 2,900 people and has more than 20 subsidiaries.

Pfeiffer Vacuum, Inc. – USA: We are looking for a

**Key Account Manager**

**San Jose, California**

**Your responsibilities will include:**

**SUMMARY**

This position is responsible for supporting the operations and maintaining the business relationships with a Semiconductor key OEM account. It will also be responsible for developing new business opportunities and managing qualification projects.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Exercise of judgment, discretion, and tact in all business matters and business relationships is required. Strong interpersonal skills and the ability to maintain clear and cooperative working relationships with co-workers and demonstrate regular attendance and punctuality are essential.

The organization’s leadership promotes collaborative problem solving in both formal and informal work teams. Participation in and contribution to teamwork within the organization is required. Additional requirements include experience in the vacuum technology industry, experience with the semiconductor capital equipment industry, as well as the ability to stay abreast of changes in the Semiconductor industry. Necessary interpersonal skills include being a self-starter, motivated, creative, flexible, self-confident, deadline oriented and able to multi-task.
Establishes a professional network and schedules sales calls to customer locations. Meets with key decision makers at the customer locations to ensure that Pfeiffer products are specified into their equipment. Prepares quotes and closes on sales by obtaining proper customer approval, price, terms, and delivery schedules. Maintains the ongoing account operations and the support of special projects. Forecasts sales volume for the assigned key account and meets established sales quota. Provides regular updates of these activities and prospects to management.

Duties

1. Responsible for managing the overall business relationship with assigned customer(s). Works closely with management, engineering, factory, marketing and materials professionals throughout both the customers' and our own organization.

2. Supports the key account operational tasks which may include but not limited to the preparation of documents, tracking KPIs, and supporting customer activities on-site.

3. Identifies business opportunities and key decision makers at the customer(s); develops account strategies; prepares and makes sales presentations; participates in technical meetings utilizing internal resources; negotiates contracts and manages joint interactions.

4. Reviews customer requirements and presents company products that will fill those needs. Ensures that our company products are specified in customer(s)’ equipment. Works closely and in partnership with our factories and product development to communicate customer(s)’ needs and requirements.

5. Coordinates new product introductions. Arranges for product demonstrations, plant tours, training events and other activities that promote understanding of company products to customers.

6. Prepares regular progress reports and ensures that data is accurately entered into the company CRM system in a timely and thorough manner.

7. Communicates with other internal departments to ensure satisfactory customer support.

8. Forecast sales volume for assigned account(s).

9. Meet established sales quotas and revenue goals

10. Performs other duties as assigned.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Tasks require walking, sitting, bending, reaching, mobility, and frequent lifting. Work requires computer skills (word processing, spreadsheet, and data-entry), attention to detail and accuracy. Communication skills including listening and speaking are required for interaction with other employees, vendors, and customers. Strong interpersonal skills, the ability to balance multiple tasks and any stress associated with the duties and responsibilities of this position are essential requirements in the performance of this job.

The person in this job must be able to travel by air and vehicle both domestically and internationally in order to visit our customer’s locations as well as our factories. The ability to drive a car and maintain a valid driver’s license in order to travel is also required.
POSITION REQUIREMENTS

Strong organizational and creative problem solving skills with a strategic mindset. Good understanding of the Semiconductor capital equipment sector and their requirements. Existing customer network with the key OEM being responsible for. Good technical understanding of Semiconductor capital equipment and their uses at the Semiconductor Fabs. Prior experience and good understanding of vacuum technology and the Pfeiffer products is preferred.

Education and/or Experience

Requires B.S. degree in STEM, preferably in Engineering; M.S Preferred. A good knowledge of Semiconductor capital equipment is essential. More than three years of experience within the Semiconductor industry, particularly with OEMs, is necessary.

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.

Mathematical Skills

Good math skills required.

Reasoning Ability

Must be able to multi task and operate in a fast paced environment while maintaining a disciplined approach to oversee major customers’ 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.

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.

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

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.
Follow us on LinkedIn: https://goo.gl/2kpDMA

We look forward to receiving your application!

We look forward to receiving your application! To apply for this position, click here. Current Pfeiffer Vacuum - US employees, please visit the Career Center in ADP.

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