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

**Service Administrator**
Nashua, NH

**Your responsibilities will include:**

**SUMMARY**
Responsible for administering the tracking of products serviced via computerized ERP system and external tracking matrixes. Maintains accurate documentation of goods returned for service. Responsible for continuous contact with customers, sales representatives and other company personnel via phone, fax and e/mail.

**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

*Supervisory Responsibilities*
None.
**Duties**

1. Ensures the prompt and accurate processing and reporting of any documentation within the area of specialization.
2. May maintain logs, records, data bases, files, and other management information tools.
3. Facilitates the return of equipment at field locations and overseas.
4. Ensure min/max levels and ensure locations are maintained for repair products.
5. Provide alternative options for customer units/repair to attain short turnaround time.
6. Monitor RMAs throughout repair cycle to ensure quick turnaround time.
7. May assist location Service Manager in repair pricing updates and promotional strategies.
8. Gathers information and researches problem areas.
9. Secondary duties may be assigned from time to time.

**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, and mobility. 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.

**POSITION REQUIREMENTS**

**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**

High School graduation/ some college preferred. Not less than two years prior office support experience. 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. The position requires a proactive, customer oriented approach and the ability to respond effectively to customer inquiries with limited supervision.

**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, presentation, 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, ERP System, as well as other common office type equipment.

WORK ENVIRONMENT
Indoor and climate controlled environment.

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, click here.

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