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

Service Center Manager - Nashua

You can expect these tasks:

*Supervisory Responsibilities*

1. Develops improved work processes and manages subordinates’ work following these established processes and procedures for the teardown and repair of equipment.
2. Manages subordinates’ training schedule on repair and maintenance of new and existing products.
3. Promotes employee morale, competencies, and team-oriented behavior essential to accomplishing service requirements.
4. Must be an active participant in the service process and lead by example.

*Duties*

1. Makes operational improvements designed to improve the efficiency and turnaround time of the vacuum pump repair process.
2. Serves as the liaison between the Service Center and the Sales staff, to achieve business growth objectives.
3. Manages and contributes to the after sales support of vacuum equipment including repair, maintenance, failure analysis, and inquires to ensure customer satisfaction.
4. Serves as liaison between repair center and factory with regards to quality, training, tooling and service pricing.
5. Is responsible for following all safety procedures and is responsible for safety results.
6. Participates in the adoption and implementation of the quality system and procedures.
7. Communicates with other departments and customers to ensure satisfactory customer support
8. Perform other duties as assigned.

*You should have these qualifications:*

Strong organizational and creative problem solving skills as well as good planning and technical equipment troubleshooting skills required. Ability to work under tight deadlines in a dynamic group environment is necessary. Extensive experience in high vacuum technology is a plus, as is knowledge of the field service type requirements that this position will support. Must have a track record of proven success in a workshop or manufacturing environment, including large scale improvements. A chemistry background would be considered a strong plus.

*Education and/or Experience*

Typically requires B.S. /B.A. degree, preferably in an Engineering discipline or at least five years of related experience. In-depth knowledge of company related products and vacuum
technology is a plus, as is experience in the high vacuum technology industry, field service management or work in the semiconductor market.

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
Basic mathematical skills; scheduling of personnel and product repair and maintenance are all requirements of this position.

Reasoning Ability
Must be able to multi task and operate in a fast paced environment while maintaining a disciplined approach to running a service center. 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 driver’s 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. The Service Center Manager also is a leading authority on the proper assembly and maintenance of the Company’s equipment and provides leadership, training, and guidance to those who report to him/her.

WORK ENVIRONMENT
This position will work in an office and shop environment at the Nashua Service Center.

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.