

## Global Service Manager

### Position Summary:

As a full-time manager, this individual will be a key team member with responsibility for all aspects of customer support through the life cycle of all VJ Electronix products. The Manager is responsible for system installations, training, service, and spare parts sales using a combination of locally based Field Service Engineers and factory trained channel partner Service Engineers.

\*\*\*VJ Electronix requires all new applicants to be vaccinated against the COVID-19 virus.

**Reports To:** VJ Electronix General Manager

### Essential Functions:

- Manage global customer support activities including scheduling of system installations, training and repair service, and oversight of spare parts sales.
- Develop and implement procedures and new systems to improve worldwide customer relations and guarantee complete customer satisfaction.
- Interact with Executive and Regional Sales Managers on worldwide pricing programs, manufacturing and customer service issues.
- Develop and maintain positive and professional working relationships with customers and international distributors.
- Manage a growing Service team of 8-12
- Participate in product design review to assure reliability, serviceability and compliance to customer expectations.
- Assess capabilities of international channel partner service engineers, coordinate training and provide leadership to help assure high quality support in all regions.
- Review product reliability and spare part usage data in order to create part parts sales strategy including stock locations and creation of customer spare part kits.
- Help create, coordinate and support all corporate goals and strategies such as business growth, improved margins, meeting customer satisfaction objectives, retaining existing accounts, operating within budget and enhancement of our reputation.
- Domestic and international travel (up to 15%) required.
- Ensure quality and safety are of the highest priority in day to day operations.
- Participate in periodic management meetings.

### Essential Skills:

- BS in Engineering preferred or equivalent training/experience
- 3-7 years of experience managing a Service team supporting capital equipment products.
- Superior customer management skills with the ability to promote and maintain strong customer relationships.
- Rigorous data-driven approach to management of all Service activities
- Proven capability in the effective and efficient management of problems, conflicts, delays or other issues that may potentially affect customer satisfaction.
- Experience with implementation of or use of Case Tracking applications such as Salesforce.com, Service Max, or others

- Capable of multitasking within a fast-paced, multi-disciplined group.
- Ability to make commitments, track and communicate progress, and follow through until completion.
- Strong electrical/electronic/electromechanical aptitude
- Able to read and interpret electrical schematics
- Good Time Management skills with the ability to prioritize work based on business needs.
- Advanced PC skills with proficiency in the use of MS Office suite of products.
- Proficient in the English language, both written and spoken.
- A US Citizen or Permanent Resident that is Legally authorized to work in the US and able to successfully pass a complete background check and drug test
- Possession of a US Passport

**Preferred Skills:**

- Experience in electronics/semiconductor industry preferred.
- Experience with a growing small company a plus.

**Physical Requirements:**

- Must be able to occasionally position self while working on machines, including, but not limited to, underneath and inside machinery.
- Must be able to occasionally move about the office. Frequently required to remain in a stationary position.
- Frequently expected to effectively communicate in person, on phone, and via email and other electronic devices with customers and colleagues.
- Will need to constantly operate both standard office equipment and manufactured products.
- Must frequently be able to move materials up to 25 pounds and occasionally will be required to move up to 50 pounds.
- Specific vision abilities required include close vision, distance vision and the ability to adjust focus.
- Must be able to occasionally work as needed to include shifts of up to 12 hours per day and/or 7 consecutive days per week to cover peak customer and workload demands.

**The contents noted within this job description are not all inclusive and are subject to change.  
The Global Service Manager has been deemed to be a safety sensitive position.**