



## Manager, Customer Service

### Job description

You have an in-depth understanding of the sales administration process within the semiconductor industry along with experience managing others. Infineon's International Rectifier HiRel Products, Inc. division markets components that meet particularly high demands and survive under extreme environmental conditions. In this role, you will lead a team of Inside Sales Account Specialists, providing them support and guidance, while improving organizational efficiency. Let us encourage your growth, while you support the business strategic goals in a cross-functional team environment!

**\*\*This position can be based out of Leominster-MA, El Segundo (Los Angeles) or San Jose-CA offices\*\***

#### In your new role you will:

- **Lead a team of Inside Sales Account Specialists** in the performance of their daily activities
- Provide support and guidance to the team through the **quotation process** by reviewing customer specifications
- **Increase organizational efficiency** through developing, implementing, maintaining, and monitoring pre-sales processes and tools
- Support the business strategic goal and internal organizations through effective communication of **customer requirements**
- Set and **track internal metrics** for all pre-sales tasks of the team
- Generate reports to effectively communicate to upper management
- Ensure **policies and procedures** are met

### Profile

Your excellent interpersonal and people management skills supports and motivates others effectively. You are a strong team player that works well across organizational boundaries, while driving effective decision-making across multiple functions and levels within an organization.

#### You are best equipped for this task if you have:

- Bachelors in Business Administration or equivalent degree or **10 years experience** in the **semiconductor electronics industry** in a customer facing role
- In-depth understanding of the sales administration process
- Hands on experience working with **Microsoft office tools** (Outlook, Word, PowerPoint, Excel, Visio)
- Familiar with **SAP ERP** and **Model N quotation systems**
- **Strong analytical skills**
- Proven presentation skills

### At a glance

Location: **Leominster, MA**  
Job ID: **307703**  
Start date: **immediately**  
Entry level: **5+ years**  
Type: **Full time**  
Contract: **Permanent**

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Job ID: **307703**  
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- **Superior communication skills** with a proactive ability to network, build relationships
- Effective cross-functional influence, group facilitation, and active listening skills
- Ability to set goals and work in a **cross-functional team environment**

Infineon **Power & Sensor Systems (PSS)** semiconductors play a vital role in enabling intelligent power management, smart sensitivity as well as fast and reliable data processing in an increasingly digitalized world. IR HiRel, part of Infineon PSS, is a leader in high-reliability, rad hard power management and RF solutions for space and other extreme environments.

Our leading-edge power devices make chargers, adapters, power sources and lighting systems smarter, smaller, lighter and more energy-efficient. Our trusted sensors increase the context sensitivity of “things” and systems such as HMI, and our RF chips power fast and reliable data communication.

– **We drive leading-edge power management, sensing and data transfer capabilities** –

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