

Driving decarbonization and digitalization. Together.



Senior Specialist Sales Operations

Job description

In your new role you will:

- Processing sample requests from customers, check sample stock availability, sample price verification with PL/Sales Manager, sample tracking & reporting for customers.
- Support sales requestors and act as quality gate for software & service order request to Order Evaluation (OE) team.
- Ensure availability and compliance of contracts and other supporting documents before place service order requests to correct regional OE team.
- Export control check (every 6 months per Ship To), check export control status upon new customer application.
- Monitoring/tracking payment from customer account, monitoring/settling of differences by initiating Credit/Debit Notes.
- Quote handling and coordination.
- PCN notice to customers; maintain customer contacts and update customer feedback in PCN Tool; PCN/PTN/IN coordination and request PCN supporting doc/info (QTR, CIPs).
- Respond on product information request including standardization.
- Cooperate with other Sales Segment's Sales Operations, and enhance sales operational effectiveness.
- Respond, update and/or follow up on MS Dynamic cases to closure.

Profile

You are best equipped for this task if you have:

- Candidates with a bachelor's degree are preferred
- 3-5 years of working experience in the relevant fields
- Excellent customer and sales support skills.
- May provide inputs to management for process improvements and plan definition.
- Mostly an individual contributor but capable of independent decision making.
- Serves as an accountable resource.
- Possess full knowledge and understanding of industry best practices and company policies and procedures.

At a glance

Location: **Penang (Malaysia)**
Job ID: **HRC0765289**
Start date: **Jun 03, 2024**
Entry level: **3-5 years**
Type: **Full time**
Contract: **Permanent**

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- Solves dynamic problems and provides creative solutions.
- Receives little instruction from direct manager on routine work and general instructions on new projects or assignments.
- Negotiates a “win win” deal; keeps everyone’s best interest in mind even when the situation is not clearly defined.
- Constantly seeks information to understand customers better and to identify and influence customers’ actual and perceived needs.

Why Us

Driving decarbonization and digitalization. Together.

Infineon designs, develops, manufactures, and markets a broad range of semiconductors and semiconductor-based solutions, focusing on key markets in the automotive, industrial, and consumer sectors. Its products range from standard components to special components for digital, analog, and mixed-signal applications to customer-specific solutions together with the appropriate software.

We are on a journey to create the best Infineon for everyone.

This means we embrace diversity and inclusion and welcome everyone for who they are. At Infineon, we offer a working environment characterized by trust, openness, respect and tolerance and are committed to give all applicants and employees equal opportunities. We base our recruiting decisions on the applicant’s experience and skills.

Please let your recruiter know if they need to pay special attention to something in order to enable your participation in the interview process.

