



YES (Yield Engineering Systems, Inc.) is a leading manufacturer of high-tech, cost-effective equipment for transforming surfaces, materials, and interfaces at the nanoscale. From startups to the Fortune 50, our customers rely on YES solutions to unleash products that change lives -- from cellphones and IoT devices, to AI and virtual reality, to diagnostic tests for COVID.

Our industry-leading vacuum cure ovens, chemical vapor deposition (CVD) systems, and plasma etching tools are driving innovation in a wide range of exciting and growing markets. We look forward to talking with smart, energetic, team-oriented people who can grow with us. We provide competitive salary and benefits (including employee stock ownership), a beautiful light-filled new facility in a central location, and some of the best co-workers you'll find anywhere. If this appeals to you, please read on!

### **Senior Sales Operations Specialist / Sales Operations Manager**

**Location: Fremont, CA**

#### **Key Responsibilities**

- Facilitate YES systems order processing in an efficient and timely manner. Activities include but are not limited to quote generation, customer purchase order validation, order entry for direct and web orders, creating order confirmations, and creating file folders for orders.
- Order management: end-to-end responsibility for system order fulfillment and status tracking, initiation of shipping process, and invoicing upon shipment.
- Facilitate finance and sales teams for Accounts Receivable- and Accounts Payable-related matters when needed.
- Maintain and improve sales and service database, which is the foundation upon which the rest of the organization runs.
- Partner with Finance, Service and Manufacturing Operations teams on service warranty and RMA (return material authorization) cases.
- Act as a backup for spare parts and service quotation requests.
- Manage Sales & Marketing training materials for YES products and service offerings.
- Assist with customer and sales-related contract management.
- Maintain and archive Sales-related internal process documentation. Improve material effectiveness and quality by partnering with Director of Business Operations to identify new approaches and techniques.
- Strong organizational and follow-up skills with internal stakeholders and our global customers.
- Collaborate with cross-functional teams on ad-hoc tasks and projects.

#### **Qualities & Competencies**

- **Agility** - adapts to changes in work environment, manages competing demands, explores approaches or methods to best fit new business situations.
- **Accountability** - follows instructions, responds to management direction, keeps commitments, commits to long hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.

- **Collaboration** - Balances team and individual responsibilities, exhibits objectivity and openness to others' views, gives and welcomes feedback, able to build morale and group commitments to goals and objectives, builds a positive team spirit!
- **Planning and Organizing** - Prioritizes and plans work activities, uses time efficiently, plans for additional resources, sets goals and objectives, organizes or schedules other people and their tasks, develops realistic action plans.
- **Sense of Urgency** - Acts quickly and proactively to meet business and customer requirements.

#### **Required Skills/Qualifications**

- Bachelor's degree in Business, Finance/Accounting, or equivalent experience
- 5+ years of sales operations experience is preferred; experience in semiconductor or hi-tech manufacturing environment is a plus
- Strong skills in Microsoft Office suite, especially Excel and PowerPoint
- Demonstrates a good understanding of sales processes and is familiar with international trade and export compliance
- Must be collaborative and possess solid interpersonal skills, with the ability to work well with all levels of internal stakeholders
- Good written and verbal communication skills in English
- Must be highly organized, detail-oriented and have a "can-do" attitude
- Experience with Salesforce CRM is a plus
- Experience with mainstream ERP/MRP systems is a plus
- Good analytical skills are a plus

#### **Compensation**

YES offers a stimulating and fun working environment, competitive salaries, healthcare benefits & company stock options.

#### **Additional Information**

- Applicants must be currently authorized to work in the United States on a full-time basis.
- YES is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.

**Come find out why YES is such a great place to work. Apply today!**