



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

As a preferred provider of wet and dry process technology, 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, and some of the best co-workers you'll find anywhere. If this appeals to you, please read on!

Job Title: Sales Operations Specialist

Location: Fremont, CA

Key Responsibilities

- Sales order processing
 - Create spare parts sales orders, warranty orders, service orders, and quotes using MRP/ERP
 - Validate customer purchase orders, order entry for direct and web orders, creating order confirmations, creating file folders for orders, and initiating the shipping process
- Backlog management
 - Monitor due dates of open spare part orders and service orders
 - Work with Procurement and Operations to manage spares inventory and the status of assembly parts
 - Work with Service teams on monitoring service completion status
 - Check partial shipment availability, obtain customers' preferences, and request a full or partial shipment from the shipping department
 - Work with logistics department to arrange shipping
- Customer support
 - Responsible for managing customer inquiries via email and/or phone calls
- Sales and service database
 - Update markup sales price, customer info, sales tax rate, shipping account numbers in MRP/ERP
- Document management
 - Archive mutual non-disclosure agreements and customer contracts in CRM system and YES company drives
 - Assist with Sales-related contract management, including DocuSign
- Collaborate with cross-functional teams on ad-hoc tasks and projects

Core Behaviors

- Sense of urgency
 - Takes initiative, prioritizes responsiveness and efficiency
 - Is exceptionally dedicated to achieving company goals

- Produces abundant high-quality work much faster than expected
- Agility
 - Adapts to changes and uncertainty
 - Doesn't overcomplicate things
 - Balances work effectively and manages competing demands
- Collaboration
 - Balances team and individual responsibilities
 - Exhibits objectivity and openness to others' views
 - Gives and welcomes feedback
 - Able to build morale and group commitment to goals and objectives
 - Builds a positive team spirit!
- Accountability
 - Demonstrates extraordinary accountability, commitment, and responsiveness
 - Is self-motivated, often contributing well beyond job description
 - Completes tasks on time or notifies appropriate person with an alternate plan
- Planning and organizing
 - Prioritizes and plans work activities
 - Uses time efficiently
 - Plans for additional resources
 - Sets goals and objectives, with supervisor
 - Develops realistic action plans
- Integrity
 - Gains trust of others through honesty, authenticity, and acceptance of responsibility
- Results-oriented and revenue focused
- Good organizational and follow-up skills with internal stakeholders and our global customers

Required Qualifications and Competencies

- Bachelor's Degree in Business, Finance/Accounting, or equivalent experience
- 1+ years of sales operations experience preferred. Recent graduates with positive working attitude are encouraged to apply.
- Experience in semiconductor or hi-tech manufacturing environment is a plus
- Good understanding of sales processes and knowledge of international trade and export compliance
- Excellent attention to detail
- Good understanding of sales data analytics
- Effective communication skills and professional writing and meeting etiquette
- Willing to learn correct procedures from supervisor and stakeholders, follows instructions and guidance accurately
- General business acumen
 - Able to assimilate information quickly from many different sources
 - Exercises sound judgment
 - Displays good sense in keeping business data secure and safe
 - Displays positive attitudes and respect for others at work
- Proficiency with Microsoft Office suite, especially Excel and PowerPoint
- Experience with Salesforce CRM is a plus
- Experience with mainstream ERP/MRP systems is a plus

Compensation

- YES offers a stimulating and fun working environment, competitive salaries and benefits, and company stock.

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!