



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: Director of Services, North America & Europe

Location: Fremont, CA or Chandler, AZ

We are now looking for an experienced Director of Services, North America & Europe to develop and lead our services in these regions. Through direct management of the Services resources, the successful candidate will be accountable for our customers' success and will lead cross-functional engagement to drive better services performance as well as grow the Services business in these regions. This position reports to the Vice President/General Manager of the Global Services and Solution business.

Responsibilities include but are not limited to:

- Build a world-class services team in North America and Europe
- Lead all activities to enable customer success including local parts depots stocked with the correct parts, and local engineering coverage to ensure that Service level agreements metrics are met
- Drive for high service performance, maintaining high uptime and closing escalations quickly to customers' satisfaction
- Identify resource gaps and hire and train services employees
- Implement Services Management module, establish baseline KPIs, and work to improve based on company goals and customer requirements
- Develop, document, and implement Services processes and procedures to ensure success
- Staff the development center and build regional self-sufficiency
- Manage escalations and coordinate with sustaining engineering support as needed
- Meet customer requirements and commitments for parts availability and fill rates
- Develop spare parts list by platform and maintain spares footprint
- Develop Services Product Option Architecture and offer differentiated service capabilities for key accounts, warranty, and contract customers
- Align with Operations to improve systems OBQ, testing, and joint installation teams for better customer experience
- Grow the services business to meet corporate goals
- Provide leadership and foster a culture of customer obsession

Qualifications

- Bachelor's degree in science (minimum)
- 10+ years of progressive managerial experience in CAPEX semiconductor field service management, including back end of line (BEOL) and front end of the line (FEOL) applications
- Successful experience leading global field service teams (required)
- Proven track record of establishing strong, executive-level customer relationships
- History of creating:
 - Service models for new products including establishing world-class I&W cost ratios
 - Service customer satisfaction metrics
- Demonstrated ability to:
 - Drive performance at key accounts
 - Lead service organizations to high performance
 - Lead large teams and manage projects by leveraging data and analytics to drive measurable business results
- Experience in start-up or growth company environments preferred
- Ability to interact effectively with multiple departments on cross-functional initiatives and priorities
- Excellent attention to detail, without losing the big picture
- Proven ability to tie strategic thinking to operational execution
- Proactive approach, with high sense of urgency
- Progressive thinker, open-minded
- Highly collaborative and an excellent communicator, with the entrepreneurial spirit and drive consistent with a high-performing start-up
- Able to travel approximately 35%

Compensation

- YES offers a stimulating and fun working environment, competitive salaries & benefits, performance bonuses, 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.
- YES prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

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