

Regional Service Manager

Job Summary: Provides general management direction to all regional field service team members. Job responsibilities include, but are not limited to, development of a financially responsible business plan for the regional area, providing operational objectives and expectations to team members, assessment of strategic business requirements for the deployment of personnel, and management of team members' daily activities. Additional job duties would include extensive interface with customers on operational, engineering, and management levels to address and provide action plans for customer related process problems, equipment problems, or areas of required improvement regarding all aspects of customer satisfaction.

Essential Duties and Responsibilities:

- Establishes operational objectives and assignments and delegates assignments to subordinate managers.
- Directs all Regional Field Service activities including development and maintenance of schedules for team members, ensuring effectiveness and quality of the work performed.
- Participates in customer-driven team activities related to process, equipment selection, and continuous improvement activities.
- Interacts with customers, contractors, and internal stakeholders to resolve issues of equipment performance, delivery, and mitigate non-conformance issues.
- Ensures compliance with federal, state and local regulations and corporate policies (Akrion & customers) concerning employee safety, personal protective equipment, handling of hazardous materials, operations of powered equipment, and other safety regulations.
- Coordinates with HR on recruiting efforts of qualified talent.
- Develops training programs and coordinates with HR and Training Department to assure proper training of field service personnel.
- Write technical literature regarding product enhancements and upgrades.
- Prepares reports, metrics, and business and corrective plans for the region.
- Establishes and maintains a high level of customer satisfaction.
- Other duties as assigned.

Requirements:

- Extensive semiconductor industry and functional experience
- BS, in technical related field, is preferred.
- Excellent communication, management, negotiation, and project management skills are essential.
- Experience in managing and providing responsibility for a strategic business unit is required.
- Strong customer and public relations skills are essential.
- Ability to properly handle difficult, sensitive, and confidential matters.
- **Preferred location at one of the company's offices in: Allentown, PA (headquarters), Orange County, CA or Austin, TX.**