**Customer Service Manager** January 21, 2021

**GaN Systems Inc. – Kanata, Ontario, Canada**

**About GaN Systems**

GaN Systems is the global leader in GaN power semiconductors with the largest portfolio of transistors that uniquely address the needs of today’s most demanding industries including data center servers, renewable energy systems, automotive, industrial motors, and consumer electronics.

As a market-leading innovator, GaN Systems makes possible the design of smaller, lower cost, more efficient power systems. The company’s award-winning products provide system design opportunities free from the limitations of yesterday’s silicon. By changing the rules of transistor performance, GaN Systems is enabling power conversion companies to revolutionize their industries and transform the world.

GaN Systems has proven GaN’s quality, reliability, and value to major customers across the globe, and now we are expanding our Customer Operations team to provide more customer service, program management and customer quality to our major global customers. We are seeking talented individuals with an understanding of what it takes to win, to support, and to keep winning at major customers across the world. If you have experience in customer quality, customer program management, customer service or inside sales, we are expanding! If you are interested in joining a fast-growing leader in the wide bandgap semiconductor industry, poised to grow with the growth of datacenters, electric vehicles, green energy and exciting new consumer products, then you should join GaN Systems.

For more information, please visit: [www.gansystems.com](http://www.gansystems.com/)

**Job Description**

The Customer Service Manager will be responsible for creating exemplary experiences that make customers want to return to GaN Systems. The main objective is to elevate satisfaction and make it easy to do business with GaN Systems. This individual will be responsible for communicating with customers, distributors, regional sales teams and contracted sales representatives to understand requirements and facilitate company support where applicable. You would also be responsible for working with all internal teams and supply chain partners to drive execution in support of the customer requirements. The successful candidate will also be tasked with growing and managing the customer service team.

**Requirements:**

* Develop and lead strategies and processes that deliver on customer requirements. Identify and pursue improvements to existing processes to maximize productivity and reduce risks.
* Build internal relationships and knowledge to build effective processes that serve our customers needs.
* Manage customer communication with a sense of urgency and professionalism.
* Responding to customer and distributor inquiries
* Ensure order acknowledgements are communicated in a timely manner.
* Proactively identify potential delivery issues and expedite commitments from production planner to resolve.
* Monitor distributor inventory and resales to maintain appropriate stocking levels.
* Monitor and manage distributor registrations.
* Support customer sample requests.
* Manage inventory and backlog to maximise shipping performance and customer satisfaction.
* Entering and tracking customer return material and failure analysis requests.
* Track and manage product change notifications ensuring fulfillment of customer and distributor requirements and aligned with company policy.
* Monitor and support quotes and price lists for customers, distributors, and GaN Systems sales personnel.
* Follow up on immediate opportunities to drive to revenue.
* Develop good working relationships with key contacts at customers, distributors.
* Manage and maintain purchasing contracts and service level agreements.
* Manage shipping logistics.
* Establish and manage key customer service processes.
* Organize customer specific and general data for secure and efficient storage and retrieval.
* Identify and pursue improvements to existing processes to maximize productivity and reduce risks.
* Analyze business and produce sales reports.

**Skills**

A customer focussed, service oriented individual, comfortable working in a fast paced, multi tasking environment. Capable of managing multiple priorities with an accountable, can do attitude. Anticipating requests, based on experience, to promptly serve customer needs is a leadership characteristic of the customer service manager.

**Experience**

Minimum of 7 years sales/customer service experience preferred. Competent with systems and processes with the ability to develop and learn new ones. English language is a must. Mandarin language is highly beneficial. Knowledge and/or experience in the semiconductors or power electronics would be an advantage.

**Education**

A bachelor’s degree in business, administration, commerce, marketing, or engineering is required.

We sincerely thank all applicants for their interest, however only qualified candidates will be contacted.

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