



## Navitas Semiconductor

### Job Description:

#### **Title: Customer Service/Sales Operations Manager**

Reports to: VP, Sales Operations

In Office /Remote /Hybrid

Based: China/Taiwan/Philippines

### Job Purpose:

Navitas Semiconductor (Nasdaq: NVTS) is a high-growth, publicly traded technology company seeking a Customer Service/Sales Operations Manager. The ideal candidate will be self-motivated, energetic, tech-savvy, collaborative, and understands the dynamics of a fast-growing company.

### Key Responsibilities and Duties:

#### Customer Service

- Oversee Customer order entry, verification, management, and coordination to ensure timely processing of customer orders
- Responsible to oversee process for RMA, pull in/push out, cancellation, etc in adherence to company terms and conditions or customer contract as applicable
- Partner with Supply Chain and Operations to monitor supply and demand Responsible for the archive management of customer information to satisfy audit requirements for Customer PO's, quotes/pricing approvals, sales agreements, and contract compliance
- Support order fulfillment activities by means of collaborating with Planning, Sales, and Warehouse teams
- Coordinate the communication between the sales team, supply chain, and communicate with customers

#### Sales Operations

- Consolidate Sales Forecast from Regional Sales Teams
- Perform forecast data analysis and reasons for change
- Support Microsoft Dynamics 365 CRM for forecast, quotes, samples
- Coordinate closing bookings to forecast with Regional Sales Team
- Detail oriented with an aptitude for analytical work, problem solve, and modeling
- This position will have one CSR reporting to them and collaborate with global sales team, reporting to US headquarter

### Requirements:

- Bachelor's degree or above
- 7-10 years of Customer Service or Sales Operations work experience, preferably in semiconductor industry
- Experience managing small team, hands on working manager
- Fluent in both oral and written English, Mandarin a plus
- Proficient in MS Office: Word, Excel (vlookup, pivot tables), PowerPoint
- Experience with ERP and CRM tools
- Strong sense of responsibility, excellent execution capability, good team player
- This position can be remote



<https://www.navitassemi.com/>