



*Leading publisher of academic
archaeology worldwide*

Job Description

Customer Service Executive

THE COMPANY

BAR Publishing is a leading publisher of frontline research in academic archaeology from around the world with a prestigious list of over 3,800 titles. We are a small, award-winning business based in Oxford with a 50-year history. Recently, we launched the BAR Digital Collection for libraries, which is the largest digital collection of archaeological research in the world. We are excited to be expanding into new markets and enjoy the agility and flexibility we have as a small, independent company. Every team member is core to the business, and we have a strong, collaborative, mutually supportive team ethos.

ROLE

We are seeking a dynamic and organized Customer Service Representative to join our team. The ideal candidate will be passionate about administrative tasks, possessing a keen eye for detail and a commitment to delivering exceptional service. Responsibilities include processing orders, addressing customer inquiries, resolving delivery issues, supporting sales and marketing efforts, updating website content, producing sales reports, and coordinating with internal teams for new book releases. The candidate should excel in communication, organization, and multitasking, with a strong focus on meticulous accuracy.

Responsibilities:

1. **Process Orders:** Receive and process orders from various channels, ensuring accuracy and timely fulfilment.
2. **Customer Support:** Respond promptly to inquiries from trade and private customers via email, phone, or online platforms, addressing concerns and providing assistance as needed.
3. **Resolve Delivery Issues:** Investigate and resolve delivery discrepancies or issues, coordinating with printers, shipping partners and internal teams to ensure prompt resolution.
4. **System Management:** Utilize internal systems for order processing, customer management, and maintaining data accuracy and integrity.
5. **Sales and Marketing Support:** Assist the sales and marketing team by providing necessary marketing materials and coordinating promotional activities.
6. **Website Maintenance:** Update the company website with new book releases, product information, and other relevant content, ensuring accuracy and timeliness.
7. **Sales Reporting:** Generate weekly sales reports, highlighting trends and providing insights to support decision-making.
8. **Credit Control:** Assist the financial team with credit control tasks, including monitoring credit limits, chasing overdue payments.

9. Mailing List Management: Add new customers to the mailing list, maintain database integrity, and ensure compliance with data protection regulations.
10. Coordination for New Book Releases: Collaborate with internal teams to coordinate the release of new books, ensuring timely updates to systems, websites, and marketing materials.

PERSON SPECIFICATION

Requirements:

- Strong organizational skills and attention to detail, with a focus on meticulous accuracy in all tasks.
- Previous experience in customer service, preferably in the publishing industry.
- Proficiency in using various software systems and platforms for order processing, customer management, and data analysis.
- Excellent communication skills, both verbal and written, with the ability to interact professionally with customers and internal teams.
- Thriving in leading the customer service area and ensuring customer satisfaction.
- Knowledge of sales and marketing principles is desirable.
- Familiarity with website content management systems (CMS) is a plus.
- A Can-do attitude.
- Ability to adapt to a fast-paced environment and work collaboratively within a team.

The ideal candidate should thrive in a role where they are responsible for the customer service area, demonstrating strong interpersonal skills and a commitment to ensuring customer satisfaction.

Join our team and be part of a dynamic publishing environment where you can contribute to delivering exceptional customer service and supporting our publishing goals.

HOW TO APPLY

To apply, please email your CV, your salary expectations and a covering letter outlining how you meet the requirements defined above and why you would like to work for BAR Publishing to birgit@barpublishing.com.

POSITION	Full-time
JOB LEVEL	Experienced
SALARY	£27,000 - £33,000 – TBC, depending on experience.
START DATE	Immediately
WORKPLACE	Hybrid - working at least two days from office in Oxford, UK
CLOSING DATE	12 May 2024