



*Leading publisher of academic
archaeology worldwide*

Job Description

Customer Service and Data Coordinator

The company and goal

BAR Publishing is a leading publisher of frontline research in archaeology with a series of more than 3,600 titles built up over 45 years. It is poised to take the next step with new opportunities including digital publishing and Open Access while maintaining a commitment to high quality research. To support this BAR is seeking a focused, detail-orientated, and versatile Customer Service and Data Coordinator.

The role and opportunity

The Customer Service and Data Coordinator will be a key member of a small, friendly, and agile team based in Oxford. This diverse role focuses mainly on three areas – Customer Service, Data Management and some Marketing support tasks.

JOB DESCRIPTION

You will manage and execute a variety of tasks relating to customer service and will act as the main point of contact for customers and suppliers for all communications relating to the receipt, processing, and despatch of book orders. Your responsibilities will include but not be limited to:

- Monitoring and managing the customer services/general enquiries email inbox
- Receiving, invoicing, processing, and recording book orders and customer payments
- Preparing orders for despatch by Royal Mail and by courier
- Answering the phone, taking phone orders and fielding enquiries
- General filing and organisational tasks as required.

Further, you will help with a variety of tasks relating to Data Management and Marketing. Your responsibilities will include but not be limited to:

- Upload data to website
- Transfer data to Nielsen and agents
- Activate titles on Amazon
- Upload data to internal system
- Support marketing with templated Advance Information sheets, flyers, journal book reviews
- Prepare the logistics for conferences attended by other members of the team.

Other projects and tasks might be required in the editorial team and market research.

PERSON SPECIFICATION

Essential

Excellent organisational skills and attention to detail, proven ability to multitask and prioritise, and a commitment to courteous and efficient service

Good communication skills, written and spoken, and a polite phone manner

A good level of numeracy and computer literacy, including Internet research skills

Ability to work comfortably in a small team with minimal supervision

Proficiency in using Microsoft applications, especially Excel and Outlook; experience with using Microsoft Access and/or Adobe InDesign would be an advantage

Desirable

Professional experience in publishing

Professional experience in customer service

Varied experience of working with social media

The person

We are looking for an experienced, reliable and enthusiastic person with a focus on accuracy and a commitment to quality of work. You will have a 'can do' attitude and enjoy having a variety of tasks to be done.

This role is a good opportunity for someone with a strong administrative background and an interest in publishing; it gives the opportunity to experience the full spectrum of a publishing company.

Salary: Competitive

Hours: Full-time or part-time role/freelance position, with some flexibility regarding hours; minimum work week, 20 hours. There is the possibility of beginning as part-time and transitioning to a full-time role. Salary will be pro-rated.

Location: North Oxford, UK

Starting Date ASAP

Closing Date 9th December 2019

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