



*Leading publisher of academic
archaeology worldwide*

Job Description

Sales and Customer Service Coordinator

The company and goal

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

The role and opportunity

The Sales and Customer Service Coordinator will be a pivotal member of a small, friendly, and agile team based in Oxford. This diverse role focuses mainly on two areas – Customer Service, and Sales and Marketing – but will also include involvement with other projects and tasks within the company.

JOB DESCRIPTION

You will manage and/or 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 manage and/or execute a variety of tasks relating to sales and marketing. Your responsibilities will include but not be limited to:

- Prioritising key sales opportunities for individual front- and backlist titles and sub-series
- Researching key sales opportunities for each book and subject area
- Creating and supplying AI sheets, flyers, brochures, and other marketing material
- Creating and sending out marketing material by email and via social media
- Contacting authors for sales leads and following up on leads
- Managing journal book reviews
- Preparing and managing the exhibits at conferences attended by you and/or other members of the team.

Experience of working in a customer services and/or a sales and marketing role would be an advantage, but full training will be provided.

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 sales and marketing and/or customer service

Varied experience of working with social media

Experience of researching markets, delivering sales growth, and developing networks

The person

We are looking for a reliable and enthusiastic person with a focus on delivering results. You will thrive in a small business environment which encourages flexibility and personal responsibility. You will have a 'can do' attitude and excel when faced with a wide variety of tasks to be done.

This role would be a good opportunity for someone with a strong administrative background and an interest in sales and marketing in the field of academic publishing.

Salary £21,500–£23,000/year, DOE

Hours Full-time or part-time role/freelance position, with some flexibility regarding hours; minimum work week, 21 hours. There is the possibility of beginning at part-time and transitioning to a full-time role. Salary will be pro-rated.

Location: Oxford, UK

Starting Date ASAP

Closing Date 22th of April 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 in academic publishing to birgit@barpublishing.com