



*Leading publisher of academic
archaeology worldwide*

Job Description

Customer Service Administrator

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 an Customer Service Administrator to join our team. The ideal candidate will have extensive experience in administrative tasks, a sharp eye for detail, and a dedication to providing outstanding service. This role involves both routine administrative duties - such as processing orders, managing data, and updating records - and customer-focused responsibilities, including addressing queries and resolving issues.

Responsibilities:

- Processing Orders: Receive and process orders from various channels, ensuring accuracy and timely fulfilment.
- Customer Support: Respond promptly to inquiries from trade and private customers via email, phone, or online platforms, addressing concerns and providing assistance as needed.
- Resolving Delivery Issues: Investigate and resolve delivery discrepancies or issues, coordinating with printers, shipping partners and internal teams to ensure prompt resolution.
- System Management: Utilize internal systems for order processing, customer management, and maintaining data accuracy and integrity.
- System Maintenance: Update the company's systems with new book releases, product information, and other relevant content, ensuring accuracy and timeliness.
- Support financial team: Assisting with credit control tasks.

Person specification

- Strong organizational skills and attention to detail, with a focus on meticulous accuracy in all tasks.
- Several years experience in administrative customer service, preferably in the publishing industry.
- Thriving on both repetitive administrative tasks and the liveliness of customer orders.
- Good communication skills, both verbal and written, with the ability to interact professionally with customers and internal teams.
- Proficiency in using Microsoft Office and willing to learn various software systems and platforms for order processing and customer management.
- Value customer satisfaction.
- A Can-do attitude
- Enjoys working in a team as much as working independently.

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 operations@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	9th June 2024