



Who we're looking for

If you strive to provide outstanding customer service with expertise and a personal touch, exceed expectations by taking ownership and being solution-focused in order to be a trusted partner to our customers and publishers, then this role is for you.

We are looking for proven experience of working in a customer service environment, demonstrating your understanding of customers and their needs and the ability to develop excellent working relationships with customers and publishers are essential. You will need to be competent in IT skills such as Microsoft Word, Excel, Teams and Outlook and have existing knowledge (or be willing to learn) SAP CRM and SAP ECC.

We expect you to have excellent communication skills, both written and verbal, including using Microsoft Teams and the telephone, be organised, have good attention to detail and be able to effectively plan and prioritise workload in order to meet strict deadlines.

In a fast paced environment, it is essential that you are a self-motivated, enthusiastic team player who is keen to learn new skills, be reliable and flexible, and possess the ability to remain calm under pressure.

Who we are and what we do

Hachette UK Distribution the leading book distribution company in the UK, is looking for a Customer Service Advisor to join the team in its state of the art distribution centre in Didcot, Oxfordshire. We are one of the most advanced distribution centres in Europe, with leading-edge automation and modern systems which will ensure world-class service to customers and publisher clients. We ship in excess of 60 million books globally each year and supply one out of every four books to the UK trade.

Our mission is to make it easy for everyone, everywhere, to unlock new worlds of ideas, learning, entertainment and opportunity.

Hachette UK Distribution is part of the Hachette UK publishing group.

What you'll be doing

As part of the Customer Services team you will be working to ensure all targets are met, demonstrating growth mindset by working with your line manager to promote change that will improve customer experience and ensure continued high standards of quality and productivity are maintained.

Responsibilities include:

- Resolving and responding promptly to telephone and written queries from both customers and publishers

- Proactively liaising with both customers and publishers to maintain a first class working relationship
- Preparing and processing orders/claims received from customers and publishers
- Liaising effectively with all other departments to achieve swift problem solving and maintaining excellent communication internally and externally whilst also ensuring special requirements are met on time
- Identifying ways to improve the process to enhance service and productivity

This role is Monday to Friday working daytime shifts.

This office based role (Didcot, Oxfordshire) will currently be conducted working from home in line with current Government guidelines.

What we offer

This role offers the opportunity to become an essential part of a very collaborative team and gain lots of experience regarding distribution and elements of the publishing industry.

Our people are our greatest asset and our benefits reflect this. We offer 33 days annual holiday including Bank Holidays and have an extensive list of benefits that include: a wide-ranging training library, development programmes including mentoring, many employee networks to join, Cycle to Work vouchers, eye care vouchers, Pension Plan and Life Assurance schemes, a reward programme giving discounts from numerous sites, generous discounts on books we publish, free parking and free tea and coffee.

Our Commitment

Hachette employs people on the basis of their abilities. We aim to attract and develop talent from a base as broad as the world of readers we want to reach, with a wide and representative range of age, faith, disability, race, gender, sexuality and socio-economic, regional and cultural backgrounds.

If you are shortlisted and need us to make any adjustments to help you attend for interview, please let us know.

We will notify all candidates of the outcome of their application.

Salary: £20,596 per annum

Closing date: Monday 19th April 2021