



Customer Service Assistant

Job Description

Our writers services company is looking for a full-time Customer Service Assistant. Our ambition is to help writers every step of the way, from first draft to publication and self-publication. We provide courses, mentoring, editorial assessments, an agents database; we run events, webinars, and an online community; we offer a membership which includes a wealth of video tutorials.

The CS Assistant will deal with a busy inbox, answer queries about our services, support clients throughout the sales process, and provide customer care once a service has been purchased. Customer Service at Jericho Writers is also about supporting writers with editorial and publishing advice. We're looking for someone who is professional, organised, able to perform administrative tasks, but also friendly with customers and ideally a writer themselves.

Location: Oxford, UK

Working hours: 7 hours a day, 5 days a week

Salary: 21k per year

Start date: as soon as we find the right person

To apply, please send your CV and cover letter to s.vendryes@jerichowriters.com

Responsibilities and Duties

- Deal with a busy inbox and answer incoming phone calls
- Promote the company services and opportunities to our customers
- Support customers with their accounts and orders
- Advise customers on creative writing, publishing and self-publishing questions
- Update the company database by inputting orders information
- Liaise between customers and the company freelancers (editors, mentors, tutors)
- Monitor the quality of our editorial reports
- Report to Customer Service Manager

Skills

- Proficient with MS Office (especially Word, Excel and Outlook)
- Good communication skills, over both email and the telephone
- Good organizational skills
- Able to adapt quickly to new digital tools
- Able to work in a busy environment with tight deadlines and multiples priorities
- Able to work well in a team and take initiatives
- Comfortable working with a wide variety of customers
- Strong sense of discretion and empathy, to work with clients invested in their book.
- Knowledge of creative writing and/or publishing and/or self-publishing