

# OXFORD IS HIRING!

## Career Opportunity

Reporting to the Customer Services Manager, the successful candidate will have the main purpose of providing excellent and efficient service to customers through the customer services team, ensuring that the customers' needs are met.

### Key Responsibilities:

- Resolving escalated customer issues
- Ensuring services targets are met
- Staff development, motivation and management
- Maintaining relationship with key customers

### Customer Services Team leader

The successful applicant will need • Matric or related tertiary qualification (advantageous) • 2-3 years exposure to customer services or call centre in the publishing /book trade industry • 2 years team leader experience • Excellent telephone skills • Knowledge of the schools education structure and publishing industry (advantageous) • Knowledge of distribution processes • Ability to multi task • Report writing and presentation skills • SAP R3 (advantageous) • Computer literacy (MS Office with Excel )

If you are a passionate leader and have excellent communication skills, we would love to hear from you.

Remuneration will be commensurate with experience. We offer training opportunities and engaging work in a rewarding and ethical environment.

***Oxford University Press, an equal opportunity employer, seeks a talented individual to fill this post in its Operations division based in the Cape Town area. Oxford University Press will consider all applications in terms of its Employment Equity Plan, which acknowledges the need for transformation***

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The South African branch was established in 1915 in Cape Town.

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Here in the careers Paragraph, you will be Directed to our online Career portal to forward a Letter of motivation and CV.

The closing date for applications is 31 January 2018

"We are a leading educational publisher, committed to the growth of South Africa and it's people through the provision of excellent education materials and support."