



CAMBRIDGE
UNIVERSITY PRESS

Customer Services Manager

Cambridge University Press, one of the world's leading book publishers with an outstanding reputation for excellence in educational publishing, has a position for a Customer Services Manager available at its office in Cape Town.

Reporting to the Operations Director, Customer Service Manager will lead our customer service team responsible for supporting all customers in Southern Africa. The Customer Service Manager will drive continuous improvement in service delivery and customer satisfaction, as well as meet organisational and operational objectives.

Key Responsibilities:

- Manage a team responsible for all levels of customer support in Southern Africa
- Manage the daily operations of the customer service team
- Maintain existing and build new customer relationships
- Manage SLA with 3rd party warehousing and logistics partners
- Demand planning and managing inventory levels
- Prepare and distribute relevant customer, sales and stock related reports

Key Requirement:

- 5 years management experience
- Proficiency using MS Office applications
- Excellent problem-solving, analytical and administrative skills
- Knowledge of Bookmaster will be an advantage

Please email your CV together with a letter of application, motivating your suitability for the advertised position and stating current salary, to Anthea Williams at ajwilliams@cambridge.org by Wednesday, 14 March 2018.