



Barefoot Books

step inside a story

Customer Service and Operations Assistant

Cambridge, MA

We're looking for ... a proactive, motivated and highly collaborative new colleague to join our operations team. Reporting to the Sales and Marketing Operations Manager, the Customer Service and Operations Assistant role will offer the right candidate an exceptional opportunity to own and execute concrete tasks to support operational and sales goals across all business channels. This is a full-time position with benefits.

Please note that the entire Barefoot Books team is currently working remotely. This role would be onboarded and work remotely for the foreseeable future. We will also be moving to a new office space in 2021. The new space will be tentatively located in the Concord, MA area.

What you'll do:

Reporting to the Sales and Marketing Operations Manager, and working closely with the sales and marketing teams, this role supports all aspects of customer service, sales and marketing operations for the company's business channels. It encompasses customer care, warehouse support, website operational support as well as understanding and supporting all members of our Community Bookseller Program. Keys to success include the ability to problem solve, multi-task, prioritize and work to deadlines, as well as strong proactive communication.

Customer Service and General Operations

- Provide outstanding customer service and support for all customers;
- Support the sales team on any issues related to customer support;
- Answer all customer service and operations help tickets on a daily basis;
- Answer incoming telephone calls;
- Open and distribute all items coming into the office fax folder;
- Assist with other office administrative tasks as necessary;

Sales Operations

- Handle communications with fulfillment partners in the US, Canada and the UK in regards to orders, shipments, damages and order tracking;
- Manage purchase order entry for trade customers;
- Communicate with the sales team on all customer set up and order processing issues;
- Provide the sales team with sales reporting on a weekly, monthly and ad hoc basis;
- Handle incidental customer product replacement shipments from warehouses for both trade and website customers;

- Manage sales rep groups and retailer set up on the website;
- Handle all sales trade sample order processing;
- Provide program support for the Community Bookseller Program;
- Handle all Community Bookseller and marketing prize order processing and assist the finance team with annual 1099s;
- Liaise with IT on all systems performance issues as they arise on the website;
- Handle the processing of the monthly office sample order and own maintenance of the office sample library;
- Assist with website product set up in all three stores;
- Assist with the Barefoot Books external systems product set up;
- Monitor stock status on all products, loose pack sets and prepacked sets on the website for each store and update as required;
- Assist with website sale pricing updates for the US, Canada and the UK
- Monitor processing of daily website order files, flag issues and resolve any processing issues;

Administration and support

- Support the Sales and Marketing Operations Manager with any general administration needed;
- Assist with maintenance of all office system: phones, wireless, ticketing system;
- Assist with office IT managed by our outside vendor on office computers;
- Manage the monthly office supply order;

We're looking for someone with:

- A Bachelor's degree with at least one year of professional experience, publishing industry experience preferred
- Experience using Excel, PowerPoint and related software
- Excellent communication skills, including high comfort level on the phone
- The drive to self-start and resilience to problem-solve while working as part of a team
- A flexible work style with strong time-management and collaboration skills
- Interest in a multi-channel customer service and sales operations structure in a fast-paced, entrepreneurial environment
- A positive attitude and infectious excitement for children's books!

To apply:

To apply, please email your resume and cover letter to: Margaret McEachern, Sales and Marketing Operations Manager, margaret.mceachern@barefootbooks.com, RE: Customer Service and Operations Assistant

About Us:

“The standard for excellence in children’s books” — *Forbes*

Founded in England in 1992, we are an award-winning, independent children’s publisher based in Cambridge, MA, with a mission to share stories, connect families and inspire children. In 2017, we were named by Forbes as one of the [25 Best Small Companies in America](#).

We have created more than 700 books, spoken word stories, music, animations, characters, puzzles and games that open children’s hearts and minds to our wonderfully diverse world. Our first app, [Barefoot World Atlas](#), has had 4 million+ downloads and was selected by Apple as one of their top 10 apps of all time. Our [YouTube channel](#) has over 250 million views. A big part of our work is to support literacy initiatives across the globe and in 2019, in partnership with Books for Africa, we shipped 300K books to HIV / AIDS orphans and their caregivers in Mozambique.

However, our proudest accomplishment is to have put over 25 million books into the hands of children around the world. Renowned for our pioneering approach to creating and marketing high-quality, diverse and inclusive children’s books, as well as our colorful, collaborative and fun working culture, we have laid the foundations to grow Barefoot into a timeless global family brand for the very best children’s content. See our [Barefoot Manifesto here](#).