

Purpose of role

You will ensure a prompt, friendly and professional response to all queries from customers and colleagues in our customer relationship management system. You will also monitor and maintain inventories in our warehouse locations.

Key responsibilities and accountabilities

Communication

You will need excellent communication skills in this role, and support our customers, playtesters, convention organisers, and colleagues over email, on social media, and in person at conventions. You will also need to negotiate with our print and fulfilment partners, maintaining excellent relationships with them while ensuring an assertive representation of the company's needs, and challenging the status quo where necessary.

Attention to detail

You will take care to understand and implement the requests of customers and colleagues, as well as monitoring and managing inventories. You must be detail-oriented and conscientious, and thoroughly complete tasks to a high level of accuracy.

Stock management

You will manage and develop our supply chain, monitoring and maintaining inventories of products in our mail order and distribution warehouses to maximize efficiency, liaise with key fulfilment and print partners to ensure high service levels and stock quality, and work with the Managing Directors on print quotes and print buying.

Administration

You will manage the playtest process, maintain the product database, manage the Customer Relationship Management system, update online retailers, collect supplier quotes, maintain core file backups, assist with the organization of convention attendance, and support the Managing Director in ad-hoc administrative tasks as needed.

The successful candidate will:

- Respect all colleagues and customers, irrespective of gender, race, religion, sexual orientation or beliefs
- Have a passion for tabletop RPGs
- Have excellent verbal and written communication skills
- Have strong attention to detail
- Manage their own workload
- Be confident in their use of Microsoft Word and Excel
- Be flexible, adaptable and be able to cope with working under pressure
- Be proactive and self-motivated in their approach to learning on the job
- Be able to work remotely as part of a small team
- Have experience working in an administrative, publishing, or marketing environment
- Be available for international travel, overnight stays, and weekend work, where necessary

Pelgrane Press is committed to building a culturally diverse company and strongly encourages applications from women and minority candidates.