

## JOB DESCRIPTION

# Customer Services Executive Independent Publishers & Authors



ACCOUNTABLE TO: CSE Trade Team Leader

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Location: **Chippenham or Melksham**

Full time: 37.5 hours per week - Monday to Friday. Candidates may be required to work outside of these hours, when necessary, especially in busy periods.

CPI Group has an exciting opportunity for an enthusiastic **Customer Services Executive** to join our busy Independent Publishers and Authors division at either of our Melksham or Chippenham offices.

CPI Group are a pan-European book printer and distributor with 17 manufacturing sites based within the UK, France, Germany, and Spain. We work in numerous markets including Trade (printing millions of Harry Potters!), to printing books for the academic and educational markets delivering school books and books on demand. The business is growing, and we are looking for energetic, creative, innovative team players to join us.

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## ROLE OBJECTIVES

The purpose of this role is to:

- Own the service delivery to our customers and to set and manage customer expectations.
- To actively advise, engage and empathise with the customer to deliver well-thought-out, well-executed, on-time solutions
- Deliver a culture of service. The role is both inward and outward-looking and has a key role in a culture of service by managing relationships (internal and external) with the same high professional standards, attention to detail and professional courtesy

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## RESPONSIBILITIES

The ideal candidate will be comfortable working within a team, and will have excellent and proven customer service skills, whilst being able to make decisions under pressure. An excellent eye for detail and the ability to build a trusted rapport with major customers will strengthen your application, together with good humour and a positive attitude.

The position involves

- Examine and process customer orders using bespoke company software
- Apply customer contract pricing and calculations to allocate approved pricing and generate invoices for orders received
- Monitor customer satisfaction and quality issues by conducting root-cause analysis, resolving and reporting on non-conformances (internal and external)
- Apply approved business processes and procedures. Ownership and support, working independently and as part of the wider team

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## KEY COMPETENCIES

We look for experience, enthusiasm, highly motivated, organised planners and problem solvers, who are passionate about creating the best customer service experience and building strong relationships with our customers.

We are looking for:

- A team player, demonstrating a "can do" attitude to meet schedules, with qualities that include; integrity, honesty, transparency, flexibility, and fresh thinking, with the ability to empower others and to be empowered
  - Technically competent/confident with ability to learn and cope with the job's technical demands
  - Good administrative skills, logical, structured and process-driven
  - Organised with good attention to detail, able to manage multiple projects on similar timelines
  - Strong written and verbal communication skills
  - Committed to the provision of flawless customer service
  - Experience in using different software and database systems
  - Working experience within MS3.65 Word, Excel and Outlook
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- High level of numeracy and literacy skills
  - Competent time management with the ability to plan, organise and schedule your own time/activities. To monitor progress and to stay on top of - and in control of – personal workload.
  - Previous experience within book manufacturing, printing or allied industries would be advantageous
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If this role appeals to you, please apply in writing with a current CV to

HR Admin, Becky Strange [BStrange@cpi-print.co.uk](mailto:BStrange@cpi-print.co.uk)

*If you currently work for CPI Group (UK) you must notify your  
Line Manager before you apply*