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📍 BEIJING 🕒 FULL-TIME 📅 01.12.2021

SALES ASSISTANT CHINA (F/M/D)

In this role, you will support and enhance the sales effort for all our products in China markets by providing customer service, administrative, system and organizational support to customers and sales staff. The position is based in Beijing and it is limited until 31 May 2022 as a parental leave replacement.

YOUR TASKS

- Support of all sales processes for China mainland customer accounts, including new product sales, access, license agreements, renewals and updates, licensing and invoicing for electronic products
- Inbound customer service for sales contacts including telephone, emails
- Preparation of data for invoices and oversees internal and external invoicing and access control process for digital products
- Coordination of renewals and trials processes, and follow up as required
- Organization of information-flow with Technical Customer Service regarding new orders and customer inquiries
- Recording and reporting on sales data

YOUR PROFILE

- Experience of sales assistant or other customer-facing role
- Knowledge of the market and customers for academic products in China markets
- Proficiency with Windows software
- General technical knowledge and understanding
- Accurate way of working with great attention to detail/ good with numbers
- Independent and well-organized work approach, with the ability to organize others
- Excellent oral and written language skills in English and Chinese
- Friendly and outgoing personality with an ability to build rapport with a wide range of people
- Ability to work independently and as part of a small team, also remotely

WE OFFER YOU

- An exciting professional challenge for one of the innovation drivers of the publishing industry
- Family-friendly working time models, flexitime and a flexible home office arrangement for a good work-life balance
- A generous vacation entitlement and special leave days
- Extensive benefits and allowances for a healthy, balanced life
- Development budget and opportunities for training and personal development
- Passionate colleagues in diverse, international teams; joint team events and company parties

At De Gruyter, we believe in diversity and are committed to equal employment opportunities for everyone. It is our shared goal to create a workplace culture centered around inclusion and belonging.

APPLY NOW

