

## **Publishing Sales Coordinator (Inside Sales, Admin, Customer Service)**

We are seeking two organized and quick-to-learn individuals eager to work on a fast-paced and close-knit sales-admin team. This is an amazing opportunity to learn the inner workings of a busy publishing company in a young and entrepreneurial environment.

### **Key Responsibilities:**

- Reach out to college professors to discuss textbooks and classroom needs.
- Maintain relationships with professors who adopt our textbook and provide superior customer service to ensure long-term commitment to our books.
- Assist college students with online ordering of our books and ebooks.
- Provide general administrative support such as data entry, copying, scanning, filing, client and customer support, telephone and e-mail correspondence, and other duties when needed.
- Assist in the preparation of e-mail campaigns; quality-check and enter client information into our database (SugarCRM).
- Prepare product listings for sale in our online student store; communicate ordering information to clients; and submit orders for client desk copies.
- Collaborate with operations team to help facilitate client questions regarding ordering and shipping statuses.
- Understand the company's books to assist with client interest with expanding their current product.
- Manage sales support tasks, which include checking class enrollment, updating internal records, and finding solutions to help increase client revenue.
- Provide additional support when needed during busy seasons.

### **QUALIFICATIONS and REQUIREMENTS**

- A Bachelor's degree is **required**
- **Highly** proficient using computer and office applications
- Experience working in a professional setting (1+ years preferred)
- Outstanding problem solving skills and ability to learn new software and processes quickly
- Exceptional attention to detail along with impeccable organizational skills
- Professional demeanor along with strong verbal and written communication skills
- Self-starter attitude, initiative to work independently, and strong interpersonal and customer service skills
- Proven ability to work well under pressure and to multi-task effectively
- This position requires sitting, computer use, and data entry for extended periods of time

## POSITION DETAILS

This is a full-time position. Cognella offers all of our team members a stimulating and entrepreneurial work environment in Sorrento Valley, great colleagues, and the opportunity to help shape their position.

**Start Date:** Immediate **Status:** Full-time, Non-exempt

**Reports to:** Senior Manager of Operations

**Location:** This position is based out of our corporate office located in the Sorrento Valley area of San Diego, California (one mile north of UCSD) and telecommuting will not be considered. Relocation assistance is not available for this position.

**Compensation:** \$16.00-\$18.00 per hour, depending on experience, along with competitive benefits package (health, vision, dental, generous vacation, holiday, and sick time, and 401K matching plan) with bonus opportunity based on meeting sales goals.

**To Apply:** For consideration, please e-mail a cover letter and résumé to [careers-operations@cognella.com](mailto:careers-operations@cognella.com). All submissions will be held in confidence.

## ABOUT US

Cognella® is redefining academic publishing by creating teacher-driven, student-centric higher education course materials in print and digital formats under three imprints: Cognella® Academic Publishing, University Readers®, and Cognella® Active Learning. Cognella also publishes engaging nonfiction titles featuring modern perspectives as Cognella® Press. Learn more at [www.cognella.com](http://www.cognella.com).

Cognella was recently awarded a 2017 Top Workplaces designation by the San Diego Union-Tribune. We're proud to offer Cognella team members a work environment that fosters collaboration, innovation, and the opportunity to contribute significantly toward the goals of the company.

Cognella, Inc. is an Equal Employment Opportunity (EEO) employer.