

Peter Lang is an international publishing group specialising in Humanities and Social Sciences. We publish about 1,000+ books every year in German, English, and French, as well as in multiple other languages, from traditional print products to eBooks and Open Access publications.

Back in 1970, the Swiss entrepreneur and philanthropist Peter Lang founded his academic publishing company in his own name. In over fifty years since then, the company has undergone growth and change and overcome many challenges as an independent, internationally focused business. We are now a dynamic, entrepreneurial group of colleagues working across the globe to deliver excellence in academic publishing.

You will experience an international work environment with lean management. The Peter Lang headquarters in Lausanne, Switzerland, are the central hub for management and administration. The rest of our team is based in continental Europe, Anglo-American regions, and Asia with offices in Berlin, New York, Oxford, Brussels, Chennai and supporting locations in Vienna, Warsaw, Istanbul and Madrid.

We are seeking a **Customer Care Intern** with a dynamic personality and strong German, English and French communication skills to help strengthen our global team.

Key Responsibilities:

- High quality support and service to resolve customer concerns and needs as a company ambassador
- Daily processing of incoming orders for all print and digital products via our ERP system
- Working with all our global departments to escalate and find solutions for our customers
- Providing librarians with digital access to licensed content via the Peter Lang platform
- Support and resolve library access issues for digital content on our Peter Lang platform
- Special transaction order processing for OpenAccess, subsidy and peer review
- Monitor and action items in the team email ticket system (Hubspot)
- Coordination with global printers and DHL for order completion
- Preparations of advanced invoices and customer quotes

- Creation, correction and modification of new and existing customer data in our ERP system
- Issuing credit notes and cancellations for returns
- Acting as a sales partner to promote additional products and services to customers
- Participation in follow-up and surveys to ensure customer satisfaction

Required Qualifications & Skills:

- Excellent and professional communication (written and verbal) in German, English and French
- Motivated self-starter
- Willingness to learn and grow
- Positive team collaboration
- Good working knowledge of Microsoft Office
- Previous experience with an ERP/order system

Location: remote, CET time zone

Employment rate: 100%

If you are ready to contribute to the excellence of the Peter Lang Group and thrive in a dynamic publishing environment, we invite you to apply. Join us in shaping the future of academic publishing!