Job Description

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**Job title:** **Trade Coordinator (part-time, 3 set days a week, consecutive)**

**Report to:** Trade Product Manager

**Liaison with:** Publisher, Project Managers, Compass General Manager, Marketing Team, Commercial Director, Account Managers

**Location:** Footprint/Compass office, Bath

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**Key objective and overview:**

The main aim of the role of Trade Coordinator is to provide administrative support to the Trade Product Manager in order to help with the smooth running of the company's retail trade business both in the UK and internationally. Key to the success of the position is ensuring a smooth, timely flow of relevant information to internal teams, account managers and the wide international network of agents, distributors and customers selling our products in the book trade.

The lists covered include Footprint Travel Guides and Compass Maps within all markets worldwide as well as other 3rd party lists.

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**Skills and experience:**

The person offered this position will be able to demonstrate their ability in the following areas:

- Strong excel skills required to communicate key information to customers and sales teams
- Excellent written and verbal communication skills required to build rapport and collaborative relationships with colleagues and customers
- Excellent organisational and project management skills demonstrating the ability to prioritise a varied workload with a combination of short term tasks and longer term assignments
- Strong sense of initiative, able to identify opportunities and problem-solve where necessary

Ideally the successful candidate will have experience working in a retail environment in a role that has had regular contact with customers and possibly sales reps, as well as be able to demonstrate an understanding and awareness of travel trends and digital developments

**Activities and responsibilities:**

- Assist in maintaining strong working relationships with the company's book trade partners (customers and distributors) providing a service that is highly valued
    - Receive and process orders from worldwide customers
    - Track orders on new titles and liaise with customers where relevant
    - Update internal & external systems to ensure orders are processed in a correct and timely manner
    - Respond to general enquiries

- May from time to time include the administration of returns

- Co-ordinate process ensuring professional flow of product information to sales agents, distributors and customers worldwide
    - Ensure titles are set up on internal and external systems
    - Supply UK key accounts and worldwide distributors with publishing programme and title descriptions where applicable in conjunction with account manager and trade product manager requirements
    - Assist Trade Product Manager in producing trade sales materials, advance information sheets, catalogues and presentation brochures where necessary
    - Respond to adhoc requests for samples, catalogues and information as required

- Co-ordinate company presence at trade book fairs, primarily London & Frankfurt as well as other trade fairs attended by the company
    - Book stand space and stand developer
    - Work with designer and developer to produce stand
    - Co-ordinate stock order, staff transport, staff accommodation

- Co-ordinate information flow to Amazon and other online retailers
    - Ensure external data from Nielsen flows through to Amazon
    - Ensure cover image and content is accurate and presents the product effectively
    - Upload search inside information
    - Liaise with marketing team and be aware of product reviews in press and upload comments and additional information where relevant

- General office duties
    - Generally assisting in the smooth running of the office, answering the telephone, organising couriers and sorting the post
    - A great degree of flexibility is required from all members of staff