



De Gruyter Brill is a global leader in scholarly publishing in the humanities and beyond. Combining a rich heritage dating back to 1683 with a forward-looking mindset, our mission is to publish and curate indispensable research that breaks boundaries, builds new bonds, and shapes a better future. Join our diverse and passionate team of over 600 colleagues around the world – and help us shape the future of scholarly communications.

For more information, visit [**degruyterbrill.com**](https://degruyterbrill.com).

Journal Internal Customer Service (F/M/D)

Warsaw | Full-time employee | Jun 26, 2026

We are looking for a Team Manager to lead a newly established specialized team dedicated to supporting our growing journal business and operations. This role offers an exciting opportunity to shape processes, lead a team of specialists, and collaborate with stakeholders across the organization to ensure efficient delivery of journal-related operational services.

Salary band for the position is 5500-7000PLN Gross

Your tasks

- Lead and develop a team of Journal Internal Customer Service Specialists, fostering a collaborative and high-performing work environment.
- Manage a diverse portfolio of journal-oriented operational tasks in close cooperation with other involved teams and departments.
- Coordinate business processes across multiple operational stages with stakeholders in all company locations.
- Create, maintain, and continuously improve process documentation and business procedures.

Your profile

- Good command of English (written and spoken).
- Minimum of 4 years of experience in the publishing industry.
- Knowledge and practical understanding of SAP processes.
- Good knowledge and understanding of Jira.
- Strong organizational and communication skills.
- Ability to work effectively in a dynamic, cross-functional, and international environment.

- Monitor operational performance, identify process improvement opportunities, and drive implementation of best practices.
- Ensure high-quality service delivery while supporting the ongoing growth of the journal business.
- Act as a key point of contact for cross-functional collaboration and operational issue resolution.

We offer you

- An exciting professional challenge for one of the innovation drivers of the publishing industry
- Family-friendly working time models, flexitime, and flexible home office arrangements to support a healthy work-life balance, alongside a substantial vacation allowance and additional 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 Brill, we are dedicated to diversity, equal opportunity, and building an inclusive culture where everyone belongs. We believe in individual potential, so please apply even if you don't meet every requirement—passion and a willingness to learn matter as much as qualifications. We look forward to hearing from you!

Ewelina Stańczuk
People + Culture

[Apply Now!](#)

