



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).

## **Service Desk Employee (F/M/D)**

### **Leiden | Part-time | As soon as possible**

We are looking for a service-oriented and well-organized Service Desk Employee to support our daily office operations. In this role, you will be the first point of contact for colleagues, visitors, and external partners, ensuring a smooth and professional working environment. You will play a key role in maintaining efficient office and facility operations while delivering high-quality administrative, travel, and reception support. In addition, you will coordinate meetings, hospitality, and vendor services, contributing to a welcoming and well-structured workplace.

### **Your tasks**

- Mail, courier, and parcel handling.
- Travel & accommodation coordination.
- Meeting & catering support
- Reception & communication management.
- Office & facility support
- General operational support: Provide building-related assistance, supervise workers on-site, maintain supply inventories, and ensure smooth day-to-day office operations.
- Administrative task processing: Update Table of Contents in KLOPTEK for the website, manage monthly UPS invoices, and process AmEx statements for finance.

### **Your profile**

- Very good written and spoken communication skills in Dutch & English
- Experience in office administration or facility management.
- Strong knowledge of administrative processes.
- Proficiency with MS Office applications in the 365 environment.
- Basic knowledge of administrative software, booking tools, or ERP systems.
- Experience in customer service or reception duties.
- Knowledge of meeting and hospitality coordination.

- Excellent communication skills in person, on the phone, and in writing.
- Strong organizational skills with the ability to prioritize multiple tasks.
- Customer service orientation with a professional and friendly demeanor.
- Basic technical or facility knowledge, such as working with office equipment, coffee machines, or coordinating maintenance.
- Time management skills, ensuring tasks are completed efficiently and deadlines are met.

## 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!

Jessie Strang  
People + Culture  
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Apply Now!

