



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.

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# Junior SAP Customer Service & Orders Specialist (F/M/D)

**Warsaw | Full-time employee | Sep 16, 2025**

The strategic core of this role is to support our customer service and order management processes in SAP. As part of our international operations team, you will ensure smooth handling of customer orders, accurate system entries, and effective communication with both customers and colleagues. This role offers an excellent opportunity for newcomers to gain deep, structured experience with SAP in a supportive environment, while contributing directly to the success of one of the innovation leaders in the publishing industry.

## Your tasks

- Enter and process customer orders in SAP accurately and efficiently.
- Support colleagues and customers with questions related to orders, deliveries, and invoices.
- Monitor order flows and proactively flag or resolve discrepancies.
- Assist in maintaining customer master data in SAP.
- Coordinate with internal departments (sales, logistics, finance) to ensure smooth order execution.
- Contribute to continuous improvement of workflows and customer experience.

## Your profile

- Good knowledge of English (required).
- Solid knowledge of German (at least B2 level, required).
- Prior knowledge of SAP is an asset—comprehensive training will be provided.
- Strong attention to detail and organizational skills.
- Ability to work independently and take initiative while being a reliable team player.
- Excellent communication skills, both written and verbal.

- A motivated, adaptable personality with a problem-solving mindset.

## We offer you

- An exciting professional challenge for one of the innovation drivers of the publishing industry
- Family-friendly working time models, fully remote position 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!

