



## ***Customer & Platform Relationship Manager***

Pelgrane Press are looking for a proactive, invested team member to take ownership of our customer support function and the performance of our online sales channels. This role sits at the intersection of customer experience, ecommerce operations, and revenue growth, and involves building relationships with both consumers (B2C) and business partners (B2B).

This role is first and foremost about delivering an excellent, consistent customer experience —answering questions clearly, being immersed in our GM and player culture, and representing our brand with care and professionalism.

In addition, this role helps ensure that our online storefronts and marketplace listings are accurate, clear, and customer-friendly. The ideal candidate understands that excellent customer support is a growth driver—and knows how to translate positive customer interactions into higher conversion rates, stronger reviews, and repeat purchases.

## ***Key Responsibilities***

### ***Customer Support & Experience***

- Serve as the main point of contact for customer inquiries across email, chat, ticketing and marketplace messaging systems and social media as applicable.
- Respond to customer questions in a timely and professional manner, with technical knowledge, warmth, empathy, fairness, and attention to detail.
- Improve clarity and reduce friction for customers over time by recommending improvements to products, policies, and processes based on customer questions, objections, and buying behaviour.
- Proactively create response templates for common enquiries.

### ***Ecommerce & Marketplace Support***

- Ensure product listings across our sales platforms are current, clear, and accurate.
- Track and respond to customer feedback, questions, and reviews on marketplaces to improve sales performance.
- Assist with promotions, discounts, and seasonal campaigns across platforms.
- Assist with inventory visibility, order flow, and basic administration to support smooth day-to-day operations across all online sales channels.
- Cultivate relationships with third-party suppliers, including our web developers, DriveThruRPG, Kickstarter, Backerkit, IPR, and distributors, and proactively manage these relationships in service of this role's other goals. Where we don't have an existing relationship, seek to establish one.

### ***Sales Growth & Optimisation***

- Identify opportunities to increase conversion rates, average order value, and repeat purchases.
- Recommend improvements based on customer questions, objections, and buying behaviour.
- Collaborate with leadership on sales insights derived from customer interactions.
- Monitor basic performance metrics (response times, reviews, returns, conversion-related feedback).

### ***Qualifications***

- Prior experience in customer support, ideally in an ecommerce or online retail environment, with experience of helpdesk and ticketing systems.
- Familiarity with ecommerce platforms or marketplaces (e.g., WooCommerce, Amazon Seller Central, and DriveThruRPG).
- Excellent communicator, writing with clarity, warmth, and authority, adapting tone appropriately to context.
- Commercially aware of the RPG industry, understands how GM and player experiences impact sales and retention.
- Organized, dependable, and able to manage multiple tasks at once.

### ***What Success Looks Like in This Role***

- Customers consistently receive clear, helpful, and timely support.
- Customer feedback reflects trust and satisfaction, with consistently positive feedback, and improved customer reviews and ratings across platforms.
- Fewer recurring questions and preventable support issues due to improved clarity and communication.
- A strong foundation of customer goodwill that naturally supports long-term business growth.
- Measurable contribution to online sales performance and customer retention.

To apply, please send a covering letter via email, with your CV attached as a PDF, to Cat Tobin (cat@pelgranepress.com) before Friday, February 20th 2026.

**Pelgrane Press is committed to building a culturally diverse company and strongly encourages applications from women and other traditionally underrepresented candidates.**