

Customer Support Analyst

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Company: startpeople

Location: Belgium

Category: computer-and-mathematical

Job description

You will be responsible for the followed tasks :

Collaborate with the external Support team

Guarantee that the level of service stays the same anywhere, anytime

Define, optimize, and improve the Support workflow on Zendesk

Communicate with Users and help them make the best out of our products

Bring satisfying answers that meet and exceed quality of service KPIs, each category of user bearing its own very diverse challenges

Propose user journey improvements at each contact points throughout the user help center

Profile

You have the followed abilities :

Already a first experience in Customer Service Management

Hands on Zendesk is an asset

Familiarity with project management tools, like JIRA/Confluence, Kanban board

Excellent organizational skills including prioritizing, scheduling, time management, and meeting deadlines

Excellent communication and interpersonal skills

Fluent in English , knowledge of French, Spanish or Dutch is a plus

Offer

Our client offers you :

Full-time, temping contract in the music industry in Brussels. Permanent contract is possible after the temping period.

Young and passionate work environment, with plenty of room for growth

Competitive package

Home-working possibilities

Plenty of activities at the office (team gatherings, free sport coaching, etc)

Company

Our client is the future of music streaming

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