

## Head of Support

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Company: startpeople

Location: Belgium

Category: office-and-administrative-support

### Job description

You will be responsible for the followed tasks :

Manage daily operations of the support desk

Build and manage the support team

Represent the team to other stakeholders

Define, optimize, and improve the Support workflow on Zendesk

Effectively manage customer expectations

Set the organisational standard for customer engagement

Serve as a communication channel between customers and the organisation

Put into operation a highly efficient support desk to and ensure it is constantly improving

### Profile

You have the followed abilities :

#### **Strong background in customer service**

Customer experience (Monitoring / Automation)

#### **Hands on Zendesk is required**

Goal oriented, able to get things done in time with good planning

Has initiative and does not hesitate to try to implement new process and tools

Great communicator, calm and cool headed

**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 after the temping period is possible.

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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