



Support desk manager

You'll manage our growing number of client support tickets. From managing the ticket pipeline and pricing ticket requests to scheduling work and managing external partners, you'll be working at the forefront of BabelQuest's fastest growing service offering.

As part of your responsibilities you'll:

- Communicate with clients to resolve their ticket requests within SLA
- Join kick-off calls with new clients
- Respond to client ticket requests - all along the ticket lifecycle - in line with our SLAs
- Price tickets and get client approval
- Assign internal resource or manage external partners based on their suitability to fulfil the ticket and their capacity
- Book in meetings for clients with team members assigned to their tickets, as required
- Manage purchase orders for external partners
- Report on ticket usage to senior management
- Show composure, resilience and flexibility with clients
- Keep systems up to date including clients' contact records in HubSpot and the project management system as required

On any given day, you might:

- Be juggling numerous tickets for numerous clients
- Checking our resource management system for who can fulfil a new ticket
- Talking with an external partner about a technical integration that a client has raised a ticket for
- Generating reports on ticket usage by service
- Discussing account renewals with clients

Who you are:

- You're passionate about building strong relationships, building trust and rapport with key stakeholders.
- You have excellent customer service experience
- You have excellent communication skills (both written and verbal) to work as an integral part of the internal teams and with external partners
- You have a solutions focussed approach and are a creative problem solver
- You're assertive and well-organised and can easily jump between clients
- You have hands-on experience and can demonstrate success managing multiple key customer accounts in an agency environment
- You're commercially aware and focussed on the bottom line of your client, ideally with some sales experience
- You have good data and analytical skills, able to analyse key metrics and report on customer retention and satisfaction
- You have a strong work ethic with a positive and passionate attitude

Why you'll love working here:

- Flexible working (a mix of working at home and at the office).
- Half a day each week (23 days a year) to level up your skills and build your career.
- Up to 30 days of paid annual leave and unlimited unpaid leave.
- A month-long paid sabbatical and a £2,000 bonus to celebrate your five years with us.
- Benefits like £650 per year on anything that helps you keep a healthy life-work balance.

Why BabelQuest?

It took us more than 10 years, and about 500 projects, to earn the right to use one word: elite.

Spin the globe, and you'll find over 6,000 HubSpot partners. Filter your search for elite ones, and you're down to fewer than 40.

That means you'll work with the best of the best. You'll build new skills and discover exciting career paths. You'll find curious people who share your passion and find joy in mastery.

