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# Example of Customer Director Job Description

Our growing company is hiring for a customer director. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer director

* Responsible for Entry Into Service for new development upgraded systems
* Monitors active SRs and SRDs
* Developing the basic objectives, policies, and operating plans of the business
* Ensuring the corporate policies are uniformly understood and properly interpreted and administered by subordinate units
* Planning for the development of personnel resources within the company and maintains programs which will encourage successful future management of the business
* Ensuring that Nobel Biocare USA is a total quality management organization
* Representing the company as appropriate in its relationships with major customers, suppliers, government agencies, professional societies and similar groups
* Focusing on developing talent
* Design and develop alternative listening posts to enable deeper connection and understanding of customer preferences
* Collaborate with and leverage from similar work being performed within BMS

## Qualifications for customer director

* Bachelor’s degree with 8-10 years of related experience preferred (technical/customer support leadership position) with a minimum of five years of call center leadership (including employee development/coaching) or Master’s degree with five or more years of related experience preferred (technical/customer support leadership position) with a minimum of three years of call center leadership (including employee development/coaching)
* BA/BS and/or MBA required
* Experience in CSAT - customer satisfaction score
* E-commerce customer service expert, Mapping, Customer metrics, Omni channel experience (Web, Phone, mobile, email, chat, text, and other form of communications)
* Customer facing sales experience, with successful track record
* Bring a combination of clinical technical selling experience required with to manage multiple product portfolios