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# Example of Customer Service Director Job Description

Our growing company is looking for a customer service director. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer service director

* Manage and oversee the US outsourced consumer service centers
* Lead the Americas call center operational teams (in sourced or outsourced) to ensure that global service level targets are at a minimum met and generally exceeded achieving the objective of world class consumer service
* Develop, track and communicate key performance indicators (KPI’s), drive corrective & improvement actions based on KPI data always striving for an improved service experience and more efficient management of this important regional service operation
* Ability to truly lead people and teams on a virtual level and be focused on developing great talent
* Be able to keep workload balanced in a consistently changing product and technology environment
* Direct Ecommerce channel support – “Support direct ecommerce sales channel and drive telesales revenue through product up sells and incentive-based programs for agent.”
* Ability to manage the financial aspects of the service operation which would include management of cost targets for running the consumer service operation
* Manage staff resources to ensure all aspects of project receive support and attention
* Direct management staff to document support needs into defined knowledgebase articles for call center agents
* Develops and sustains customer relationships through direct interaction, responsiveness and accountability

## Qualifications for customer service director

* Ability to work in fluid environment with changing priorities
* 15+ years’ experience in managing global order to cash (consumer direct and bulk/b2B), customer support, technology service support, ecommerce, and social media delivery organizations
* Extensive successful experience managing outsource partners showing improvement in customer experience
* Knowledge of product technical support delivery services best practices and delivery support technologies
* Sound knowledge and work experience managing social media support channels, including Facebook, blogs, forums and communities
* Demonstrates solid understanding of product support delivery solutions, including telephony and large scale knowledge base/self-help delivery systems