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# Example of Customer Service Director Job Description

Our company is growing rapidly and is looking to fill the role of 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

* Achieve key performance metrics, including consumer satisfaction, quality, compliance, employee engagement and financial objectives
* Communicates and reinforces a clear set of objectives and performance expectations ensuring linkage to UHC’s mission, strategy and business plans
* Direct overall operations, determine performance objectives / metrics and define tools to measure progress and ensure consistent achievement of business objectives
* Attract, hire, develop, and retain the talented people needed to move the needle on our DHL customer experience
* Meet or exceed key performance metrics, including escalation rates, case resolution times, complaint rates, product launch effectiveness, and customer loyalty
* Analyze and make recommendations based on volume trends and other factors for forecasting future customer
* Accountable for maintaining and improving all applicable Quality and Performance measures (Service Level Agreements, Net Promoter Score, Claim Inventories, ) associated with Claims and Customer Service functions
* Leadership, strategic oversight and management of over 150 domestic employees, including management teams, distributed across multiple work functions and office locations
* Strategic management of relationship with offshore partners, including monitoring of productivity, staffing, and interaction/integration with onshore processes and staff
* Maintaining appropriate staffing levels, including proactive forecasting based on projected sales, attrition, and business needs, for Customer Service and Claim functions independently

## Qualifications for customer service director

* Willingness to travel (up to 20%) both internationally and domestically
* Strong relationship development/collaboration a broad set of stakeholders across the company
* 10+ years leading high performance recruiting teams in a customer service environment
* Excellent change management and change leadership skills
* Science Degree and/or apprenticeship and/or 10+ years of equivalent work experience
* Formal project management certification preferred