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# Example of Customer Service Director Job Description

Our company is hiring for a customer service director. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer service director

* Responsible for 30+ worldwide headcount
* Communicate service vision clearly and influence at all levels within the organization
* Lead management and/or team member training related to Service Culture
* Partner with the Human Resources on an as needed basis to design/create, integrate and lead training that enhances supervisor and team member behavioral skill sets
* Analyze quantitative and qualitative data (e.g., customer satisfaction survey data) to evaluate critical touch points in the customer journey
* Partner with operational departments to establish service standards and metrics
* Work with the leadership teams to create service recovery programs
* Use analytical skills and ability to influence key leaders during the development of service process standards, improvements, and measurements
* Represent and communicate the customer’s views during intra-property meetings pertaining to service, event planning, and new product introductions
* Design, develop and implement tools to facilitate service observations, direct service measurements, and informal customer interactions, in-order to evaluate effectiveness of key service delivery systems

## Qualifications for customer service director

* Demonstrated ability to influence outcomes, utilizing effective communication skills and change management practices
* Experience delivering customer service in domestic and international markets
* Minimum 7 years of experience taking applications live in a production environment and determining scalability, reliability, capacity planning requirements
* Strong influence and customer management skills
* Will have ability to lead teams that may involve multiple sites
* Customer related experience and excellent customer facing skills - desire to meet and exceed customers’ expectations