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# Example of Director, Customer Care Job Description

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

## Responsibilities for director, customer care

* Cultivate a professional and fun team environment that rewards top performers, promotes growth and attract talent
* Develop strategic and operational plans for the contact center, managing execution and measuring results
* Identify opportunities to enhance efficiency and maintain industry best service levels
* Define KPIs and reports to ensure customer satisfaction goals are achieved
* Create and maintain data driven workforce management systems that optimize resource utilization
* Establish best practices and quality assurance audits to ensure exceptional customer experience
* Build and continuously improve new hire training and employee development programs
* Leads the talent development and performance management of reporting staff, while identifying and developing top-potential individuals who can fill the succession planning needs of the company in the future
* Drive the design, implementation and optimization of the Care metrics structure to align strategically with the business, establishing and maintaining a link between metrics performance and Care business performance
* Own and drive betterment in customer service levels in inbound and outbound monitoring services

## Qualifications for director, customer care

* Ability to support multiple projects, with proven leadership success over a wide variety of functional business problems
* Experience in and appreciation for modern development methodologies such as Agile and Lean
* Ability to understand the link between product, services and technology solutions
* Bachelor Degree in business required
* Call center management experience experience with large multi-site operations, multiple call types, and complex product set required
* Must have experience managing large call centers required