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# Example of Director, Customer Care Job Description

Our company is growing rapidly and is searching for experienced candidates for the position 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

* Assist with appropriate planning, forecasting and analytics to improve business processes
* Builds the formal frameworks and methodologies for approaching major strategic issues both leveraging existing resources and creating new innovative concepts across the Company for area of expertise
* Counsels key stakeholders on areas of expertise
* Ensures growth and optimization of consumer awareness, market share and/or specified initiatives
* Directs teams accountable for daily operations
* Own cross-functional process and reporting management for all of customer care
* Business ownership over technology stack decisions and implementation
* Creation and management of Customer Care operational metrics and reporting for internal and external needs
* Leadership around financials and cost containment
* Directly building, managing and leading a team focused and aligned on delivering world-class system capabilities that drive broader business strategies

## Qualifications for director, customer care

* Take an active role in the deep diagnostics of existing processes, procedures and tools with key stakeholders in driving the Sales of RGU’s and RPU, improving our Save rate
* Advisor Programs
* 12+ years of experience managing and maintaining technology programs for a customer care organization
* 5+ years of experience leading leaders – strong leadership competencies and people development skills
* Strong big-picture understanding of the customer care industry including customer behavioral trends, operational requirements, and technologies & innovations
* MBA or advanced degree in relevant area of study preferred