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# Example of Director, Customer Service Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of director, customer service. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for director, customer service

* Review activities, costs, operations and forecast data to determine department progress toward goals and objectives
* Provides direction, active guidance, and coaching to staff and in integrated project teams
* Collaborate with key business partners (sales, SCM teams, Finance ) to prioritize issue resolution to ensure service goals are met, sales orders are delivered timely, and costs are minimized
* Manage within Departmental budget
* Monitor system functionality as it relates to key order integration and management activities
* Determine performance standards for CS staff
* Direct Department hiring activities
* Ensure a high level of employee engagement and satisfaction
* Work closely with the Asst
* Support the global consumer service strategy in support of the Lifestyle Division’s desire to provide best in class global service within the global consumer electronics industry

## Qualifications for director, customer service

* Ability to quickly identify critical decision points and potential issues and provide solutions, articulate business and technical implications/trade-offs, and make recommendations to project and executive leadership team
* Position requires 8+ years related customer service management experience in a corporate environment
* Ability to lead a large team and handle multiple tasks
* A full understanding of the Internet and the online shopping experience
* Comfortable working in Excel, Word, Outlook, PowerPoint and data entry systems
* Periodic weekend and holiday work is required