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# Example of Director, Customer Service Job Description

Our growing company is looking for a director, customer service. 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 service

* Set goals and performance standards for a team of up to 15 direct reports including Sr
* Drive teams, processes, and systems that efficiently and consistently deliver a top-notch Care experience for the customer
* Monitor the expense process
* Provide support as required to the business development and client service teams on generation of quotations
* Support business development in the construction and execution of their strategic account plan(s)
* Support the generation of project management resource plans to ensure adequate resource is available to meet demand of the customer work load
* Provide effective support to internal teams and be the internal point of escalation for business related issues that Directors, Senior Project Managers, Project Managers, and Coordinators need support to resolve
* Prepare regular reports detailing activity, current status and client health for assigned customers
* Communicate effectively the needs of Kirkhill’s customers to senior management and leadership team within the organization
* Establish the strategic direction and ensure program management/customer service standardization and practices are aligned with capacity and performance demands placed on Kirkhill facility

## Qualifications for director, customer service

* Build and develop a high performing management team
* 10+ years experience in developing and managing customer service centers
* Willingness to work across multiple zones when needed
* Willingness to submit to a background check and a drug screen
* Must have experience with ITIL Service Management understanding and certification
* 10+ years’ experience in Information Technology with demonstrated leadership in developing leading edge application platforms