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# Example of Director, Sales Support Job Description

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

## Responsibilities for director, sales support

* Deliver against site & Regional financial targets and customer service metrics
* Ensure site and department goals are aligned with strategic business objectives
* Serve as the primary point of contact representing the CLS Customer Support Services for internal and external customers pertaining process and/or issue resolution
* Conduct ongoing communications in all directions to keep associates informed of total business and department results and changes, project status, process changes, and opportunities
* Lead the organization and planning of all Customer Support Center and Field Sales Support activities
* Direct the supervisory team that oversees the day-to-day Customer Service activities of the Field Sales Support and Forward Stocking Locations
* Conduct trends analysis, and works with other Site Leads to provide recommendations for changes as needed
* Responsible for supporting realization of Regional metrics and promoting process harmonization
* Provide support to the implementation of strategic initiatives
* Be responsible for driving Regional Governance process at the site

## Qualifications for director, sales support

* At least 10-12 years of experience with strategic and business planning, project/program management, financial analysis and forecasting, and enterprise risk management – ideally from within a complex management organization or consulting firm
* Broad knowledge of payments industry, its products, services and technologies
* E-Commerce experience is a mandatory requirement
* Proven track record in selling to large retail customers
* Manage the regional readiness key milestones – This includes working with Corp
* Strong political awareness and organizational agility