



Example of Business Support Director Job Description

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Our innovative and growing company is looking for a business support director. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for business support director

- Have extensive global markets industry experience
- Have a strong academic background or equivalent
- Have good IT skills and the ability to develop ad hoc solutions
- Have exceptional communication/relationship skills
- This role may suit a member of a COO or business unit management group or an Operations or Risk professional with a strong understanding of the front office environment
- Accountable for establishing and directing Business Quality Assurance and Analytics goals and strategies by working closely with Merchant Support Senior Management, Support Operations, and other cross-functional stakeholders
- Direct all aspects of data strategy including data architecture, business intelligence, data warehousing, and database design
- Development and maintenance of a standard library of reports for monitoring business performance, which include, but are not limited to typical customer support center KPIs such as incoming call volume, customer service requests, and customer satisfaction
- Provide consultative support to end users of reports, dashboards, and reporting applications
- Troubleshoot problems with reports, analytics and quality assurance tools

Qualifications for business support director

- Review and approve VIK requests, contracts and associated purchase

- Facilitate prepayment approval requests, prevent unnecessary upfront payments to suppliers and track approved prepayments
- Provide oversight to ensure the SMT and IPVM country teams are properly managing gifts, donations or corporate events in accordance with policy and procedures
- Review and opine on business transactions requiring policy exception working with the respective stakeholders and policy owners
- Perform root cause analysis and drive corrective action of exceptions identified by key controls stakeholders promptly
- Provide recommendations to AP Business Operations Management and Support team, SMT/GC and IPVM Group Country Managers on creating a strong compliance culture