



Example of Business Support Director Job Description

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Our innovative and growing company is hiring for a business support director. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for business support director

- 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, quality assurance and customer satisfaction
- Manage and balance multiple projects, tasks, and deliverable dates
- Lead, manage, develop, and motivate staff to ensure optimal productivity, career growth, and achievement of corporate and departmental goals
- Maintain and evolve the BPS mission and operating model to meet changing needs of the Business and Functions
- Oversee the development of performance scorecards and monitor BPS process and service performance
- Serve as Chair of the US ERP Governance Council
- Represent the US Back Office and in-scope Front Office applications in Three Year road-mapping and IS investment planning activities
- Work collaboratively with the IS Program Delivery managers to develop annual program plans for the Back Office and in-scope Front Office applications in support of the IS Investment plan
- Maintains local fiscal accounting and tax records in order to comply with statutory & tax requirements
- Maintains books of accounts in accordance with statutory and corporate requirements

Qualifications for business support director

- Thorough understanding of evaluation software and databases
- Demonstrated ability to analyze large data sets and develop strategic initiatives
- Demonstrated interpersonal, influencing, and collaboration skills a must
- Passion for customer service excellence and drive for results
- Bachelor's degree in business, analytical, or similar field required