



# Example of Customer Director Job Description

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Our company is looking for a customer director. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer director

- Ensure customer contracts are accurate and completed in a timely manner working with the customer to update and maintain any current contracts
- Direct the collaboration with operations on contracts expectations ensuring customer expectations are met and maintained throughout the process
- Establish and conduct sound business practices and ensure obligations of department are met according to contractual obligations and established policies and procedures
- Directs and develops representatives
- Responsible for the performance of Pods with a ton of visibility and impact, as these Pods will be delivering on the Customer Onboarding initiative
- The ideal candidate should have - "CX - Customer Experience" & "EX - Execution" in their DNA
- Develop and implement 2 year customer support strategic plan
- Developing and maintaining the Support team culture of high performance and accountability with a lot of levity
- Work with your regional managers to create schedules based on interval staffing needs and ensure advocate adherence
- Provide thought leadership for "self-service" options, new contact channels and other relevant projects impacting the operations center/s, with a focus on helping customers to self-serve as much as possible

## Qualifications for customer director

- Experience leading in a large Customer Service or Operations organization that operates through voice, chat, email, and text channels
- Experience with outsourced agencies and vendor management and selection
- Experience managing teams using data and analytics with a proven track record of increasing CSAT & NPS scores
- Strong experience developing leaders of people
- Proven track record of implementing new solutions from end to end, including strategy, planning, and execution