



Example of Director, Strategy Job Description

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Our company is looking to fill the role of director, strategy. 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 director, strategy

- Manage worldwide planning resources in the U.S. and abroad, if applicable
- Advise and direct planning staff regarding insightful and strategic points-of-view
- Manage MEC planning and buying resources, and other partner agencies if applicable
- Sets strategic direction with agency team
- Manage and direct Business transformation activities and initiatives within the Global Customer Operations business unit. Engage key stakeholders and cross-functional teams outside of Global Customer Operations to achieve corporate and organizational goals
- Foster innovation and lead change to improve both unit cost and customer outcomes throughout the end to end customer lifecycle
- Guide leaders in understanding and usage of quality and continuous improvement methodologies, by establishing links between process management initiatives and business strategies
- Apply process improvements / Operational Excellence strategies to key Customer Operations to drive efficiencies across the organization (Lean, Six Sigma, Kaizen)
- Evaluate the implication of initiatives and effectively communicate impact and resolutions to business groups and senior or executive leaders
- Leverage new mobile devices, field dispatch systems, updated tooling, and enhanced customer experience processes to drive a new paradigm in field

Qualifications for director, strategy

- Strong user research experience
- Degree or certification in User Experience Design
- Success in leading large projects or cross-functional teams
- 7+ years strategy related experience in MNC environment, with more than 5 years in top management consulting firm experience is preferred
- Initiative, curious, enthusiastic
- Ability to own client relationships and build elegant arguments