

Customer Service Director Job Description

Our growing company is looking to fill the role of customer service director. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for customer service director

- Ensure the effective receipt and shipment of goods to Customers and raw materials to support production in EMEX
- Participate in all major customer related decisions for the Brea facility
- Direct the US call center operations with the support of a management team
- Ensure that Customer Service Support staffs are providing excellent service to sales forces of all divisions, including the processing of sterile sample orders, Sales Rep Assigned Inventory orders for capital equipment, trade show & literature requests, product returns and database maintenance requests
- Focus on developing CS Management Staff so that they are continuously delivering World-class Performance to our customers
- Design, direct and scale the global recruitment brand strategy and campaign for Global CS
- Provide leadership to site recruiting teams and direct effective recruitment and retention programs globally
- Develop and employ recruiting strategies, in partnership with local team, that allow for effective candidate identification and acquisition
- Partner and provide thought leadership to CS leadership to define, pivot, and iterate recruitment strategies based on business needs
- Own the product relationships on behalf of the customer services team

Qualifications for customer service director

- Directs the operation of a multidisciplinary customer contact center to ensure the optimal use of financial, human and material resources necessary to deliver stated business objectives
- Identifies opportunities to enhance operational efficiency and maintain industry-best service levels through the use of improved technologies and tools
- Researches and forecasts internal client needs for contact center support
- Series 7 and Series 24 or ability to obtain in 90 days
- Sales experience in sports environment
- Four year degree/or equivalent from an accredited university in Business, Human Resources or related field

Customer Service Director Job Description

Mike Jess



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