

Customer Service Director Job Description

Our company is hiring for a customer service director. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer service director

- Responsible for 30+ worldwide headcount
- Communicate service vision clearly and influence at all levels within the organization
- Lead management and/or team member training related to Service Culture
- Partner with the Human Resources on an as needed basis to design/create, integrate and lead training that enhances supervisor and team member behavioral skill sets
- Analyze quantitative and qualitative data (e.g., customer satisfaction survey data) to evaluate critical touch points in the customer journey
- Partner with operational departments to establish service standards and metrics
- Work with the leadership teams to create service recovery programs
- Use analytical skills and ability to influence key leaders during the development of service process standards, improvements, and measurements
- Represent and communicate the customer's views during intra-property meetings pertaining to service, event planning, and new product introductions
- Design, develop and implement tools to facilitate service observations, direct service measurements, and informal customer interactions, in-order to evaluate effectiveness of key service delivery systems

Qualifications for customer service director

- Demonstrated ability to influence outcomes, utilizing effective communication skills and change management practices
- Experience delivering customer service in domestic and international markets
- Minimum 7 years of experience taking applications live in a production environment and determining scalability, reliability, capacity planning requirements
- Strong influence and customer management skills
- Will have ability to lead teams that may involve multiple sites
- Customer related experience and excellent customer facing skills - desire to meet and exceed customers' expectations

Customer Service Director Job Description

Leonard Friedman,Anthony R. Kovner



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Strategic Customer Service John Goodman, 2019-02-05 Any organization can win more customers and increase sales if they learn to be more strategic with their customer service When customers complain employees respond The typical service model is riddled with holes What about people and businesses who never speak up but never come back Learn to actively reach out prevent problems and resolve issues in ways that boost loyalty Strategic Customer Service is a data packed roadmap that shows you how This invaluable resource distills decades of research on the impact of great versus mediocre service Complete guidelines and case studies explain how to Gather and analyze customer feedback Empower employees to fix problems Track your impact on revenue Generate sensational word of mouth Tap opportunities to cross sell and up sell Strategic Customer Service draws on over 30 years of research from companies such as 3M GE and Chick Fil A to teach you how to transcend a good business into a profitable word of mouth machine that transforms the bottom line Why settle for passive service Make a business case for ramping up operations and get the tools for making it pay off Transform customer service into a strategic function and reap benefits far exceeding investments *101 Careers in Healthcare Management, Second Edition* Leonard Friedman, Anthony R. Kovner, 2017-10-31 101 Careers in Healthcare Management Second Edition continues to be the only comprehensive guide to careers in health administration ranging from entry level management positions to the most senior executive opportunities The second edition has been updated throughout and includes three new chapters that will assist students and healthcare managers alike Additional content includes a quick historical overview of the field including its growth and transformation essential traits that will prepare a professional for career change and advancement and a call for new leadership competencies which every job candidate should adopt and master in a rapidly adapting industry The book is replete with over 40 new interviews spanning those in entry level positions to CEOs that reflect a greater diversity of careers and demographics in an evolving job market Based on the most current data from the U S Department of Labor and professional societies in healthcare management this guide describes careers in acute and long term care physician practices international and government organizations commercial insurance consulting firms executive search firms pharmaceuticals and biotechnology medical devices public health organizations information technology and informatics and regulatory agencies In each setting experts explain job responsibilities educational requirements opportunities and cover traditional and nontraditional career pathways Authored by two senior and highly respected leaders in health administration education and written in clear jargon free text the second edition like its predecessor is easy to navigate and now offers even more insider advice for students of healthcare management career changers and those working in the field who are considering career advancement New to this Edition New chapters on A Brief History of Healthcare Management Preparation and Professionalism and Leadership Competencies for an Uncertain Future Over 40 new interviews with healthcare managers who have changed careers or advanced in their professional track **Customer Service Supply**

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