



Director of Customer Care

Markham, Ontario, Canada

The Director of Customer Care is a key strategic and operational leadership role responsible for the development, continuous improvement and delivery of customer support and the strategic development of operational requirements, process, and technology, to deliver successful support outcomes for customers.

The role has significant levels of responsibility and accountability for operational delivery.

The Director of Customer Care is responsible for identifying and developing all culture, process and performance improvements and efficiencies for the customer and for leading/developing a team, who typically deliver customer interactions across multiple channels.

Some of the responsibilities and duties will include:

- Strategically lead and develop an operational management team to enhance performance by setting clear accountable performance measures.
- Responsible for Profit and Loss by customer, or Profit Center/Cost Center Budgets.
- Create a culture and processes which achieve the business goals and objectives with regards to customer service.
- Improve NPS (Net Promoter Score) – CSAT (Customer Satisfaction), or other Customer Metrics each and every year.
- Reduction of the cost to serve each year.
- Empower and Engage the Customer Care Team.
- Enhance the 24-Hour Resolution process.
- Identify new tools and technologies to better serve the customer.
- Drive better sales through quality service, provide leads as presented and be the marketplace difference with references.
- Use customer insight and root cause analytics to identify companywide improvements and present these to the Leadership Team.
- Act as the voice of the customer across the organization.
- Identifying and providing feedback through 1:1s, effective use of personal development plans and provision of coaching & development opportunities.
- Accountable for ensuring full regulatory compliance and legal requirements - identification of any potential risk issues.
- Define, negotiate and implement the effective utilization of resources in line with service specifications, working with, or being responsible for resource planning in conjunction with business objectives for the products.



- Work effectively with all peers and the stakeholders in Sales and Marketing, Finance, Development and Professional Services to negotiate and influence customer improvements.
- Continually develop improvements and embed successful change projects.
- Drive quality and consistency.
- Partner with Development and Professional Services to optimize existing customer profitability through business planning and collaboration and support the delivery of new revenue streams and reduced cost structures.

Required Experience:

- Extensive experiencing of managing operational customer service teams.
- Strong strategic and customer focus with a clear understanding of the wider issues impacting the relevant product markets.
- Proven Management and/or relationship management experience at a senior, strategic level role.
- Established track record of exceeding targets, KPI's SLA's, in a quality led, legislative compliant environment.
- Able to interpret Management Information (Analyst metrics, Department dashboard) and Business Information (customers, tickets) and develop strategy and make recommendations.
- Demonstrate ability to motivate and communicate with others at all levels.
- Influential relationships skills at all levels. Able to use these relationships to deliver service improvements.
- Excellent communication and negotiation skills.
- Able to adapt and succeed in a changing environment.
- Evidence of well-developed leadership skills.

To apply for this position please submit a resume and cover letter to:
Human Resources at dan.yates@csiperseus.com