



Director of Client Services and Support

Position Information:

Location: Dallas, TX
Position Type: Full Time

recruitingmanager.com, Inc. is currently conducting a search for a Director of Client Services and Support for a world-class travel industry company.

Job Description and Responsibilities:

The Director of Client Services and Support will establish and lead a new “service-plus” department and develop its strategic plans and business objectives to align the support vision with the company's long-term business objectives. This new department will provide high-level, tailored customer product support to our major revenue client base to drive increasing revenue and account growth.

The new Director will:

- Build a cutting-edge, proactive program with a team of product support account managers that utilizes the industry's best practices and surpasses the existing support processes and procedures. Refine, implement and champion standard processes and support policies to ensure that our customers receive hands-on, personalized product support and/or training from a dedicated, single-point-of-contact account manager.
- Define skills and resources required to accomplish department objectives. Responsible for personnel hiring, skills development and performance management. Define job descriptions, levels and career paths within the Client Services organization. Direct team in implementation of initiatives required to meet company's business objectives.
- Effectively orchestrate cross-team resolution to customer issues that cannot be resolved exclusively by Client Services and implement solutions to prevent/mitigate similar issue from occurring in the future. Facilitate escalation and resolution of serious customer issues within Client Services across other internal departments.
- Assess department performance through key metrics such as client satisfaction, productivity, adherence to Service Level Agreements, etc. Make final decisions on administrative or operational matters within Client Services. Prepare department's budgets and monitor performance to plans.

Additionally, the Director will be responsible for:

- Continuously improving services based on client satisfaction feedback
- Evaluating organizational structure and roles based on new tools/solutions architecture
- Recommending integration strategies for new products and resources from acquisitions
- Exploring more formal service offerings and programs for clients, partners and resellers
- Serving as the “voice of the customer” in the product planning process and reporting findings to Product Development and Product Management



Candidate Requirements:

- BS/BA or equivalent, MBA preferred
- Ideal candidate will have 5-10 years of experience in a management role, in either technical support, business operations or services for the travel or entertainment industries
- Must have experience in conceptualizing, defining and growing a superior Support and Services organization
- Must demonstrate leadership and be able to develop and continually improve Support offerings
- Must be a self starter with a high level of energy and display creativity in developing solutions and codifying offerings
- Strong PC literacy, as well as strong presentation and project management skills
- Strong interpersonal, listening, written and verbal communication skills
- Must be able to handle difficult client negotiations and to understand clients' strategic needs