AUBURN
Human Resources

Spec I, Customer Relations

Job Description

JOB INFORMATION

Job Code	ED35
Job Description Title	Spec I, Customer Relations
Pay Grade	FO04
Range Minimum	$35,390
33rd %	$40,100
Range Midpoint	$42,460
67th %	$44,820
Range Maximum	$49,540
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/5/2019

JOB FAMILY AND FUNCTION

Job Family:	Financial & Business Operations
Job Function:	Procurement & Payment Services

JOB SUMMARY

Responsible for developing and maintaining strong relationships with internal and external stakeholders in order to promote Procurement and Business Services as a value added campus partner.. Provides timely and consistent communications and training tools to ensure outstanding customer satisfaction.

RESPONSIBILITIES

- Develops, builds, and maintains strong internal stakeholder relationships through face-to-face meetings and the deployment of a strategic communication plan that provides structure and streamlines the communications process.
- In collaboration with the Procurement and Business Services team, assists with the design and development of training courses and associated delivery platforms (e.g. online videos, training guides, FAQs, WebEx training, etc.) that will benefit all customers by providing struture and streamlining the training process for PBS. Partners with subject matter experts to develop and define the training content.
- Collaborates and consults with PBS team members regarding communications, marketing, customer relations, and training issues.
- Assists in developing KPI's for training metrics and customer satisfaction that are reported to management on a quarterly basis.
- Assists with new contract launch activities and website and newsletter editing for Procurement and Business Services.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in Business, Marketing, Communications, or related field.	and	0 years of	experience in training, consulting, customer relations, or marketing.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Demonstrated knowledge of building and managing relationships with all levels of stakeholders.	And
Demonstrated ability to manage many customer relationships concurrently.	And
Experience in creating multiple types of communications and training materials.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Financial History Check

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching			X			
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:
Ability to see information in print and/or electronically.