AUBURN
Human Resources

Dir, Client Relations

Job Description

JOB INFORMATION

Job Code	NB28
Job Description Title	Dir, Client Relations
Pay Grade	FM21
Range Minimum	$101,660
33rd %	$132,150
Range Midpoint	$147,400
67th %	$162,650
Range Maximum	$193,150
Exemption Status	Exempt
Approved Date:	3/4/2025 10:25:41 AM

JOB FAMILY AND FUNCTION

Job Family:	Facilities, Maintenance, & Operations
Job Function:	Facilities Services

JOB SUMMARY

Reporting to the Vice President of Facilities Management, the Director of Client Relations (DCR) leads and directs the Client Experience Program, focusing on the intersection of the client perception, analytics, and approach for improving overall client experience for client accounts. Oversees planning and execution of Facilities Management's (FM) overall client experience process improvement program, while in high-level coordination with the Business & Administration unit for Administrative Effectiveness (AE). Responsible for monitoring client experience and satisfaction to lead FM culture, procedures, operations, and strategy to the highest levels achievable. Oversees four key areas including management of client accounts, a team of client account managers, voice of the client program, and client experience related to process improvement programs.

RESPONSIBILITIES

- Leads client account management by building and nurturing long-term, positive relationships across multiple client accounts with vice presidents, deans, department heads, directors, and other Auburn University leadership.
- Monitors, synthesizes, evaluates, and reports on performance of client accounts including projects, work orders, client feedback and overall satisfaction, all used to help identify trends in recurring issues, opportunities for improvement, and training needs to improve the client-centered culture.
- Leads client account manager programs by directing the work of a network of individuals assigned to several different client accounts and buildings.
- Leads Client Account Managers to improve quality and frequency of communications between clients and Facilities Management regarding status of clients' work to solve problems and to act as the clients' advocate with Facilities Management.
- Leads Voice of the Client Program by planning and executing the strategic and comprehensive collection of client feedback through multiple channels including AUFM performance metrics, one-on-one meetings, client meetings and social media.
- Leads Client Experience Process Improvement Program which involves leading the delivery of process innovation and continuous improvement initiatives across multiple departments within Facilities Management.
- Acts as the lead change agent fostering culture of sustainable change through creation and embedding of systematic process improvement methodologies and the supporting framework to deliver business transformation.
- Actively facilitates a client-centered mindset and culture and offers strategic tactics (actions, training, communications) to help AUFM provide a superior client experience.
- Coordinates surveys and online reviews with B&A AE, including AUFM-wide client survey program using multiple mediums, various client organizational levels and interaction types, and assembles a summary of results, trends and performance gaps to be reported to the AUFM leadership for action.

RESPONSIBILITIES

- Coordinates with B&A AE to develop a network of client leadership across campus to include Deans, Department Heads, Directors, Assistant Directors, Coordinators, and Administrative Support to develop relationships, gather input, and stay abreast of AUFM's reputation.

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	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

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	No Specific Discipline.	and	7 years of	experience in leading or managing the client experience or a facility operations function (e.g., Maintenance, Utilities, Custodial/Service Contracts, Landscape Services or Information Technology), managing the design and construction of capital projects, or implementing or managing facility IT projects and systems with a successful track record of customer service and influencing processes and behaviors. At least 2 years of experience directly managing and supervising full-time employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Thorough knowledge of best practices and theories related to facilities management including construction, projects, contracts, program management, maintenance and custodial procedures, utility operations, landscaping and grounds maintenance, and construction practices or thorough knowledge of best practices and methods in client relations, customer service, executing initiatives, and process improvement.

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State	Any State	Upon Hire	Required	

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		
Atmospheric Conditions			X		
Vibration			X		

Additional Special Requirements:

Given the extreme amount of graphical communication, being able to distinguish similar colors would be important.