
Auburn University Job Description

Job Title: **Director, Client Relations**

Job Family: No Family

Job Code: **NB28**

Grade FM20 \$86,200 - \$163,800

FLSA status: Exempt

Job Summary

Reporting to the Assistant Vice President for Client Relations, the Director of Client Relations 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. Responsible for monitoring the client experience and client satisfaction to transform FM culturally, procedurally, operationally, and strategically. Oversees four key areas to include management of client accounts, a team of client account managers, voice of the client program, and client experience related to the process improvement program.

Essential Functions

1. 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 improvements, and training needs to improve the client-centered culture.
 2. Leads client account manager programs by directing the work of a network of individuals who are assigned to several different client accounts and over 800 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.
 3. Leads Voice of the Client Program by planning and executing the strategic and comprehensive collection of client feedback through multiple channels including: Facilities Management performance metrics, one-on-one meetings, survey program, client meetings, focus groups, emails, phone calls, online reviews, social media, face-to-face communication, and others. Leads a Facilities Management-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 Facilities Management leadership for action.
 4. 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 client-centered mindset and culture and offers strategic tactics (actions, training, communications) to help Facilities Management provide a superior client experience.
 5. Responsible for delivering the best client experience possible and working cross-functionally and collaboratively with multiple departments and multiple Directors, Assistant Directors, and hundreds of personnel within Facilities Management. Leads the development of 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 FM's reputation.
 6. Performs other duties as assigned.
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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.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	No Specific Discipline.
Experience (yrs.)	7	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 facility 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.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

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.

Certification or Licensure Requirements

Valid Drivers License

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

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

Date: 1/20/2023
