



JOB INFORMATION

Job Code	NB28
Job Description Title	Dir, Client Relations
Pay Grade	FM21
Range Minimum	\$99,160
33rd %	\$128,910
Range Midpoint	\$143,790
67th %	\$158,660
Range Maximum	\$188,410
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	1/20/2023

JOB FAMILY AND FUNCTION

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

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.

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 improvements, and training needs to improve the client-centered culture.
- 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.
- 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.
- 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.
- 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.

RESPONSIBILITIES

- Performs other duties as assigned.

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.
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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 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 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.	

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	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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.