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## Auburn University Job Description

Job Title: **Asst VP, Client Relations**

Job Family: No Family

Job Code: **NC03**

Grade FM22 \$115,100 - \$230,200

FLSA status: Exempt

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### Job Summary

Reporting to the Associate Vice President of Facilities, serves as the principal interface for all Auburn University Facilities Management (AUFM) clients and is responsible for ensuring that the AUFM team provides the required support and services to each campus client in a timely, high quality, and cost effective manner. Works to develop a comprehensive picture of client needs, expectations, and operations and—using those factors—strives to positively impact business performance.

### Essential Functions

1. Sets AUFM priorities for all client-requested work and directs the execution of AUFM support to achieve and assess the timely completion of client work. Ensures that AUFM cost proposals are properly reviewed and cost effective for the work being performed.
2. Serves as AUFM's principal interface with over 20 major Colleges/Schools, other University clients and stakeholders (Athletics, Student Affairs, Alumni Association, etc.), and 30,000 students to understand client needs, establish work priorities in the AUFM system, communicate technical aspects of work progress, resolve critical issues, and answer complex questions.
3. Develops large-scale facility project programs on behalf of clients for execution in the AUFM project system. Oversees all phases of project development including, but not limited to, conception, predesign, and contractor negotiations.
4. Directs the Auburn University's annual \$11 million Repair and Restoration (R&R) Project program and the Facility Condition Assessment Program of AUFM to include oversight of over 100 project nominations each year.
5. Leads proactive AUFM communications with University clients to build trust, understand client requirements, manage issues and expectations, communicate services, and improve processes. Develops innovative communication tools and processes to provide project and work status updates to clients.
6. Oversees the quality of a high volume of work performed and develops process improvements for the AUFM delivery of client services. Leads AUFM work unit efforts to improve work quality and the client experience.
7. Oversees the development of metrics and data analytics on client work execution and AUFM service performance to measure, analyze, and share the quality, quantity, and timeliness of work performed.
8. Develops, implements, and directs a client representative program by growing a network of representatives to gain and analyze facility- and client-related information for 470 campus buildings and client program needs.
9. Finds and closes gaps between customers' expectations and service delivery reality and works to influence the customers' perception of service success.
10. May perform other related duties as assigned by the Associate VP, Facilities.

### Supervisory Responsibility

Supervises others with full supervisory responsibility.

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*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>
<b>Education</b>	Four-year college degree	Bachelor's degree or Master's degree in Architecture, Engineering, Construction Management/Building Science, Information Technology, or Business-related field.
<b>Experience (yrs.)</b>	20	For Bachelor's degree: Minimum requirement of 20 years with at least 15 years' experience leading or managing a facility operations function (e.g. Maintenance, Utilities, Custodial/Service Contracts, or Landscaping Services), managing the design and construction of facility projects, or implementing/managing facility IT projects and systems. At least 10 years' experience managing people at a supervisory/managerial level. OR For Master's degree: Minimum requirement of 15 years with at least 10 years' experience leading or managing a facility operations function (e.g. Maintenance, Utilities, Custodial/Service Contracts, or Landscaping Services), managing the design and construction of facility projects, or implementing/managing facility IT projects and systems. At least 10 years' experience managing people at a supervisory/managerial level.

#### **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.

Thorough knowledge of best practices and methods in client relations, customer service, project execution, and process improvement.

#### **Certification or Licensure Requirements**

Valid Driver's License AND

Professional Engineering License if degree is in engineering OR

NCARB Registered Architect License if degree is in architecture OR

PMI Project Management Professional Certification if degree is in construction management/building science, information technology, or business-related field

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### **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 or revised on short notice; frequent shifts in priority; numerous interruptions requiring immediate attention; unusual pressure on a daily basis due to accountability for success for major projects or areas of operation.

Job frequently requires standing, walking, sitting, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, talking, hearing, handling objects with hands, and lifting up to 25 pounds.

Job occasionally requires .

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

Date: 4/24/2020

