



JOB INFORMATION

Job Code	NC03
Job Description Title	Asst VP, Client Relations
Pay Grade	FM22
Range Minimum	\$114,040
33rd %	\$148,250
Range Midpoint	\$165,360
67th %	\$182,460
Range Maximum	\$216,670
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	4/24/2020

JOB FAMILY AND FUNCTION

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

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.

RESPONSIBILITIES

- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- Finds and closes gaps between customers’ expectations and service delivery reality and works to influence the customers’ perception of service success.
- May perform other related duties as assigned by the Associate VP, Facilities.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility Supervises others with full supervisory responsibility.

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	in Architecture, Engineering, Construction Management/Building Science, Information Technology, or Business-related field.	And	20 years of	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
Master's Degree	in Architecture, Engineering, Construction Management/Building Science, Information Technology, or Business-related field.	And	15 years of	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.	

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.

Thorough knowledge of best practices and methods in client relations, customer service, project execution, 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	And
Professional Engineer (PE) License	Professional Engineering License if degree is in engineering	Upon Hire	Required	Or
	NCARB Registered Architect License if degree is in architecture	Upon Hire	Required	Or
Certified Project Management Professional (PMP)-PMI	if degree is in construction management/building science, information technology, or business-related field	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		

Vision Requirements:

Ability to see information in print and/or electronically.