
Auburn University Job Description

Job Title: **Spec I, Customer Relations**

Job Family: No Family

Job Code: **ED35**

Grade 30: \$28,000 - \$46,700

FLSA status: Non-exempt

Job Summary

Responsible for developing and maintaining strong relationships with internal and external stakeholders in order to promote Procurement and Business Services as a value added campus partner.. Provides timely and consistent communications and training tools to ensure outstanding customer satisfaction.

Essential Functions

1. Develops, builds, and maintains strong internal stakeholder relationships through face-to-face meetings and the deployment of a strategic communication plan that provides structure and streamlines the communications process.
2. In collaboration with the Procurement and Business Services team, assists with the design and development of training courses and associated delivery platforms (e.g. online videos, training guides, FAQs, WebEx training, etc.) that will benefit all customers by providing structure and streamlining the training process for PBS. Partners with subject matter experts to develop and define the training content.
3. Collaborates and consults with PBS team members regarding communications, marketing, customer relations, and training issues.
4. Assists in developing KPI's for training metrics and customer satisfaction that are reported to management on a quarterly basis.
5. Assists with new contract launch activities and website and newsletter editing for Procurement and Business Services.
6. Performs other related duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

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	Four-year degree in Business, Marketing, Communications, or related field.
Experience (yrs.)	0	Experience in training, consulting, customer relations, or marketing.

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

Demonstrated knowledge of building and managing relationships with all levels of stakeholders. Demonstrated ability to manage many customer relationships concurrently. Experience in creating multiple types of communications and training materials.

Certification or Licensure Requirements

None required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

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

Date: 11/5/2019
