

---

## Auburn University Job Description

Job Title:	<b>Client Advocate, Vet School</b>	Level I	Grade 30 \$28,000 - \$46,700
Job Code:	<b>IB08</b>	Level II	Grade 31 \$31,300 - \$52,100
FLSA status:	Non-exempt		

---

### Job Summary

Functions as an interface with clients of the large and small animal hospital that have or had patients in the hospital by offering them assistance and by identifying and passively cultivating hospital clients for the Hospital's development effort.

### Essential Functions

1. Acts as liaison between clients and staff by utilizing social work skills to assess client needs and to communicate pertinent patient information such as progress and delays in the treatment of the patient.
2. Develops leads for the new teaching hospital building fund.
3. Creates and maintains records of prospects, contacts, and constituents.
4. Participates in the University's Development activities through the College of Veterinary Medicine development staff.
5. Establishes a working model for promoting a comforting and pleasant experience for small and large animal clients while identifying potential donors for major gifts.
6. Establishes a working model for moving prospects through the development process.

### 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.*

---

---

## Auburn University Job Description

### Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Under immediate supervision, performs standard tasks using established methods, principles, concepts and procedures related to a specialized field. Judgments are made on routine matters of relatively small impact.	Knows fundamental concepts, practices and procedures of particular field of specialization.	Bachelors degree in discipline appropriate to position with no experience.
II	Under close supervision, performs varied duties and assignments involving some judgment. Resolves routine questions or problems, referring only complex issues to higher level. Some evaluation, originality and ingenuity required.	Knows and applies fundamental concepts, practices, and procedures of particular field of specialization, with awareness of related fields.	Bachelors degree in discipline appropriate to position plus 2 years experience. Experience must include at least 2 years at the preceding level or equivalent.

\* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

---

---

## Auburn University Job Description

---

### Minimum Required Education and Experience

**Level I** Bachelors degree in discipline appropriate to position with no experience.

**Level II** Bachelors degree in discipline appropriate to position plus 2 years experience. Experience must include at least 2 years at the preceding level or equivalent.

#### **Focus of Education**

Degree in Business, Marketing, Communications, Public Relations, Animal Science, related scientific field or related field

#### **Focus of Experience**

Experience in public relations work and general office operations and/or health care practices

#### **Substitutions allowed for Education:**

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

#### **Substitutions allowed for Experience:**

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

#### **Minimum Required Knowledge**

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

None Required.

---

### 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.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires stooping/kneeling/crouching/crawling, and lifting up to 10 pounds.

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

Date: 7/30/2010

---