

Director of Client Relations
Auburn University

Direct Link: <https://www.AcademicKeys.com/r?job=254710>

Downloaded On: Sep. 16, 2025 4:32pm

Posted Mar. 24, 2025, set to expire Oct. 31, 2025

Job Title Director of Client Relations
Department Facilities Administration
Institution Auburn University
Auburn, Alabama

Date Posted Mar. 24, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Director/Manager

Academic Field(s) Public Relations/Marketing
Facilities Operations

Job Website <https://www.auemployment.com/postings/51843>

Apply By Email

Job Description

Rare opportunity to positively impact clientele across campus with [Auburn University Facilities Management](#), a team dedicated to providing a world-class customer experience! Auburn University is seeking a Director of Client Relations who will lead and direct the Client Experience Program, focusing on the intersection of the client perception, analytics, and approach for improving overall client experience for client accounts. This person will Oversee the planning and execution of Facilities Management's (FM) overall client experience process improvement program, while in high-level coordination with the Business & Administration unit for Administrative Effectiveness (AE). Responsible for monitoring client experience and satisfaction to lead FM culture, procedures, operations, and strategy to the highest levels achievable. This person will Oversee four key areas including management of client accounts, a team of client account managers, voice of the client program, and client experience related to process improvement programs.

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Why Should **YOU** Choose Auburn University?

- **Auburn University was named a “Best in Alabama” employer by Forbes!** Our employee longevity speaks for itself, with employees staying an average of ten years.
- **Competitive state benefits** including retirement plan vesting at 10 years of service, generous leave accrual, and parental leave opportunity.
- **Auburn University tuition assistance for yourself and your dependents.** Employees can take 15 hours of classes for free, and dependents receive a 50% tuition waiver.

About Facilities Management: Facilities Management employs more than 450 talented individuals who are responsible for the coordination of construction, maintenance and infrastructure of our historic AU campus. Our team takes great pride in delivering high quality and highly responsive services while striving to provide an excellent client experience!

Attachments:For supplemental documents further explaining the Director Client Relations role, visit aub.ie/clientrelations to learn more about the engagement and influence of the Director of Client Relations across Facilities Management.

It's a Lifestyle:The Auburn/Opelika area is a page right out of Southern Living magazine with an idyllic small-town feel, perfecting a unique balance between a close-knit community and driving consistent growth and development. Paralleling the exponential growth of Auburn University, the Auburn/Opelika area boasts services and amenities that cater to any interest. We're proud of our top school systems, city services, award-winning restaurants, and the infectious spirit of life in a college town. You can find us nestled halfway between the beach and the mountains in a lower-cost-of-living area, two hours outside of Atlanta or Birmingham. If you're new to Auburn, we'd love to introduce you. If you're already acquainted with Auburn, we'll keep it simple: it's time to come home!

A Place for Everyone:We are committed to fostering an environment where everyone feels valued and respected, and we celebrate our unique perspectives, backgrounds, and experiences. When you work at Auburn, you're a part of a rich tapestry of individuals who bring their authentic selves to the table to create a welcoming and engaging university community.

Contact Information

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Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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