***This old UMB job description was created between 2000 and 2014 and is being provided as a template or guide in the preparation of a current job description. The essential functions are general in nature and may not accurately depict the duties of a specific unit. Managers are encourage to update and provide specific duties that are applicable to work being performed in the unit.***

Job Title: **Assistant Director, Client Relations**

Job Family: Retail & Auxiliary Services

Sub Family: Business Operations

**Job Summary:**

Assist the director in all aspects of client relations that include membership services, facility access, and the public relations. A vital component of this position is a strong commitment to customer service, ethical leadership, and staff development. This position is responsible for the development, delivery, administration and guidance of all client relation services including customer service, training of customer service staff, membership management, and creating a vibrant first impression for the center and services provided. This position will be required to work non-traditional hours and days.

**Essential Functions:**

* Directly responsible for the day-to-day operations and oversight of the department’s client relations including membership service and management, client services office operations, client inquiries, facility access and operations, and related customer service.
* Coordinate recruitment, training, development, and evaluate full-time, part-time, and college student staff in customer service client relations, and membership management.
* Develop and maintain a diverse and accessible schedule of services for clients including marketing, recruitment, and retention initiatives.
* Responsible for related business activities to include processing of all membership sales and renewals, daily point-of-sale transactions, locker rentals, and program registrations.
* Manage department’s Customer Relation Management (CRM) software and membership databases.
* Provide clients and potential customers with accurate information. Respond to customer service requests and concerns in a timely manner. Manage resolution of all client disputes and concerns.
* Manage facility access. Work with public safety on maintaining facility security, client safety, and lost property.
* Assist in developing, implementing, monitoring, and evaluation of departmental policies and procedures.
* Performs other duties as assigned.

**Minimum Qualifications**

Education: Bachelors in social science, business administration, hospitality, fitness, or recreational management, or health education or program management.

Experience: Three (3) years of experience working within client relations and services, such as found in recreational or hospitality settings.

Supervisory: One (1) year of direct supervision

Licensure/Certification:

Other: No subsitution of experience for minimum education requirement.

**Knowledge, Skills, and Abilities**

*Managers may provide prefered knowledge, skills, and abilities as necessary.*

Job Code: E3411D

SOC Code: 431000 IPEDS: Office

EEO6 Code: Professional State Code: 9314022

USM eCode: E23343 AAP Code: 3B