

Manager of External Relations
Facilities & Services
University of Illinois at Urbana-Champaign

The Customer Relations & Communications (CRC) Department in Facilities & Services (F&S) at the University of Illinois at Urbana-Champaign seeks a full-time Manager of External Relations. The department is responsible for managing campus customer relations and for providing internal/external communications for the Facilities & Services organization.

The Manager of External Relations is responsible for helping F&S business units meet the needs of those requesting F&S services. This position will serve as a liaison between F&S and media outlets as well as campus customers.

The Manager of External Relations will be charged with the following responsibilities:

- Developing customer relations strategies, programs, and reporting mechanisms for all F&S business units.
- Working with the Associate Director of CRC and business unit managers to identify customers' information needs, provide recommendations for strategies to meet those needs, and manage or execute programs with available technologies.
- Developing and managing formal surveying efforts.
- Partnering with the marketing and communication staff to improve communications and campus customer relations.
- Representing the needs of the users of F&S services when assisting in the review and formulation of new policies and procedures to provide insight into possible effects on external relations.
- Coordinating media relations.

The Manager of External Relations reports to the Associate Director of Customer Relations & Communications. This is a full-time, 12-month, academic professional position. Salary will be commensurate with experience.

Required qualifications: Bachelor degree, professional demeanor, four years of experience in customer relations, two years of experience in media relations, excellent oral and written interpersonal communication skills, ability to keep calm under pressure, and the ability to plan, prioritize and execute projects. It is recommended but not required that applicants have experience working in a customer service environment.

Application Procedures:

To ensure full consideration, please create your candidate profile at <http://go.illinois.edu/mangroftextrel> and upload your cover letter, resume, transcripts, and the names/contact information for three professional references by February 20, 2012. Applicants may be interviewed before February 20, 2012; however no hiring decision will be made until after that date. For further information regarding application procedures, contact Nicole McCurry at nmccurry@illinois.edu or 217-265-6361.

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