

# The University of Texas at San Antonio

## *Job Description*

---

Job Title: Communications and Customer Relations Representative  
Code: 18680  
Salary Grade: 58  
FLSA Status: Exempt  
Department/Division: Job available in different departments/divisions  
Reports To: In accordance with specific departmental policies

---

## *Summary*

- Function: Formulate, implement, manage, and promote departmental customer relations and communications programs. Facilitate information transfer, and optimize the delivery of service to the tri-campus community.
- Scope: Responsible for the development and implementation of a comprehensive customer service response program and initiatives directed towards the continuous improvement of the performance of the department and quality of service.

## *Duties*

- Typical:
  1. Serves as a departmental customer relations and communications liaison to the University community.
  2. Assists in the resolution of customer concerns, complaints, and suggestions for improvement.
  3. Develop and coordinate survey mechanisms and evaluations. Assist in the development of action plans to address survey results.
  4. Develop and implement communication plans to assist in communicating department activities and programs.
  5. Provide updates on projects.
  6. Develop forums and mechanisms to promote input from students, administration, faculty and staff to present/discuss needs and issues related to departmental services.
  7. Assist in the development and maintenance of the departmental website.
  8. Develops, administers, and assesses effectiveness of various staff training programs.
  9. Schedules, coordinates, and conducts a variety of meeting and activities.
  10. Supports and may assist in special project initiatives.
  11. Serves as a catalyst to the department to facilitate and champion a variety of initiatives that involve various departments.
  12. Performs other duties as assigned.

- Periodic:
  1. N/A.

***Education***

<b>Required</b>	<b>Preferred</b>
Bachelor's degree from an accredited college or University.	Bachelor's degree in business administration or related field, with an emphasis in Communications, Marketing or Management.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Must possess excellent verbal and written communication skills, effective interpersonal skills, independent decision-making and problem solving ability; ability to work with and supervise a multicultural workforce, and a commitment to continuous quality improvement.	N/A
Requires management skills, including knowledge of business administration and organization techniques, principles of accounting, and human resources management.	
Criminal Background Check (CBC).	

***Experience***

<b>Required</b>	<b>Preferred</b>
Four years of experience in developing and supervising programs of service centers that serve large user groups.	An additional two years of experience in a setting requiring oversight and coordination of customer relations, communications, or marketing activities or event management for a wide variety of clients.

***Equipment***

<b>Required</b>	<b>Preferred</b>
Familiarity with personal computers with business software as well as computer maintenance management programs.	N/A
Ability to use two-way radios and other standard office equipment.	

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Usual office environment.	Some exposure to inclement weather at construction sites. May be required to carry pager, cell phone, or two-way radio while off duty and must be prepared to respond to situations at all hours.

***Supervision***

<b>Received</b>	<b>Given</b>
General supervision by administrator.	May provide work direction to clerical and support staff.

***Accuracy***

Proficiency in all phases of assigned duties.

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies and procedures are complied with.

***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.