

Corporate Relations Research and Support Specialist
Embry-Riddle Aeronautical University

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Posted Nov. 5, 2019, set to expire Mar. 6, 2020

Job Title Corporate Relations Research and Support Specialist

Department

Institution Embry-Riddle Aeronautical University
Daytona Beach, Florida

Date Posted Nov. 5, 2019

Application Open until filled

Deadline

Position Start Available immediately

Date

Job Categories Professional Staff

Academic Field(s) Research/Technical/Laboratory
Communications/Public Relations

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Job Description

The Corporate and Technology Education and Corporate Relations Department at Embry-Riddle Aeronautical University is currently recruiting for a Research and Support Specialist. The Corporate Relations Research and Support Specialist will be responsible for the effective management of the Corporate Customer Relations Management (CRM) system, with a requirement to communicate with senior leadership and to accurately enter and maintain data in the system. The position will require the preparation of corporate briefings to support the office of the president and will necessitate industry and company research. Analytical and business acumen is required to adequately interpret information and to communicate it correctly using the CRM. The position will also assist with managing correspondence to corporate contacts and industry partners and for coordinating corporate visits to campus.

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Responsibilities include the following:

Corporate Customer Relations Management System updates and maintenance – communicate with senior university leadership such as deans and senior directors to solicit reports; track report status; analyze information for completeness and to convert raw data into usable information for users of the CRM. Ensure the CRM is up to date at all times and that it is complete and relevant to the CRM users. Assists with using the CRM to build sales strategies and plans to support business development efforts. Industry and Company Research and report preparation - prepare corporate briefings for senior leaders at the university that summarize information contained in the CRM; prepare biographies and visitor packets for senior leadership; research new and potential industry partners; analyze and report results of business research to senior leaderships and through the CRM to other stakeholders. Helps prepare information in advance of trade shows to ensure leadership has access to relevant industry information.

Visit planning and coordination – assist in visit coordination to include creation and formatting of agendas, coordinating for logistics to include food, transportation and space; coordinate with internal and external stakeholders to ensure visitors receive relevant information about the university and to explore areas for potential collaboration. Greet and transport senior leaders from industry who visit campus.

Correspondence management and external communications – communicate with external stakeholders to assist in building relationships, to set-up meetings and to follow-up after internal and external visits. Prepare business correspondence on behalf of the executive director of corporate education and corporate relations.

Qualifications

Required Qualifications:

Associate's degree; will waive degree requirements for significant administrative support experience

Prior administrative support experience

Proficiency with MS Office programs such as Excel, Powerpoint, Outlook and Word

Excellent written and oral communication skills

Experience preparing business correspondence

Ability to operate university vehicle (must have clean driving record)

Preferred Qualifications:

Prior CRM/Salesforce experience

High level administrative support experience

Prior event planning experience



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Contact Information

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

Contact

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