



## **Job Description – Corporate and Consumer Relations (CCR) Manager**

**Reports to: Director Policy and Regulation or as assigned**

**Job Summary – *duties and responsibilities may include, but are not limited to, the following:***

To be the spokesperson for URCA externally in the media, community and other forums

To act dispassionately on behalf of consumers and respective communities within Bahamas

### **Roles and Responsibilities**

- Leads the preparation of news releases, publications, and the annual report burrowing on the expertise within the organization where required
- Represents and promotes URCA brand in the media, community and related industry forum.
- Leads policy initiatives involving consumer complaints such as procedures for investigating and resolving all types of consumer complaints filed against the respective operators/sectors or by the respective operators
- Directs and organizes the overall community and consumer information programs and activities of URCA
- Designs and directs the development, communication, and availability of appropriate product or service information to consumers and other key stakeholders
- Plans and develops consumer & community information programs and policies, maintaining consumer interest and acceptance. Advises management in a proactive manner of consumer implications of URCA policies
- Leads in the identification of the strategic objectives for dissemination of consumer information and communicates those objectives to the respective stakeholders
- Ensures effective and accurate communications between URCA and its various publics
- Participates in the preparation, control, and maintenance of the communities and consumer budget.
- Responds to consumer inquiries about consumer laws and regulations and other key practices.
- Develops URCA publications and information on sector related topics
- Is the face and voice of URCA in regard to all community or consumer related matters.
- Manages all URCA branding inclusive of written publications , press briefing and conferences, intranet and internet
- Conducts market research and or participates in same as and when required
- Assists senior management in setting and promoting the short- and long-term strategic objectives while providing the management necessary to achieve growth and or other goals of the organization

### **Qualifications and Experience**

- Seven to ten years work experience in the field of corporate communications, and or broadcast media
- Experience gained within consulting or regulated industry, or consumer complaints function, will be an asset
- Minimum Bachelors Degree or equivalent experience

### **Knowledge and Competencies Requirements**

- Able to liaise comfortably with media companies
- Able to draft effective communication materials, including communications plans, responses to irate consumers, operators, government (as required)
- Proven skills in designing community and consumer communication/ education programmes
- Knowledge of regulatory requirements in regard to complaint handling and consumer rights and advocacy
- Advanced planning and organizational skills
- Proven customer service and conflict management skills
- Proven knowledge in managing post liberalization legal and regulatory issues.
- Proven track-record of working independently on major projects, leading multi-disciplinary teams and managing external advisors.
- Strategic outlook and capable of conceptual thinking and decisive decision making.
- Ability to absorb new facts, data and information rapidly.
- Capable of modifying strong views in the face of new information, market realities and compelling logic; and is humble enough to ask questions to ensure an understanding of the situation.
- Strong bias for action and capable of translating the strategic agenda into actionable, quantitative plans, convey a sense of urgency and drive to closure.
- Capable of managing projects from inception within time-frames and approved budgets
- Good communication and inter-personal skills, and the right attitude to be part of a winning team.

**END**