



**Family Service**  
SUPPORT. STRENGTHEN. SERVE.

Date posted: 11/06/18  
Date closed: 12/06/18  
**Or when filled**

<b>Job Title</b>	<b>Communications Manager</b>
<b>Requisition Number</b>	2018-0044
<b>Department/Program</b>	Development
<b>Location</b>	<b>The Main Office: 702</b> San Pedro Ave. San Antonio, TX. 78212
<b>Position Type</b>	Full-Time/ Exempt
<b>Work Days/Hours</b>	8:00 AM-5:00 PM Monday – Friday/ 40 hours per week (evenings & weekends based on Agency events)
<b>Pay Rate</b>	\$45,000-\$60,000 Per Year
<b>Job Summary</b>	The Communications Manager is responsible for the development, implementation, coordination and quality control for public relations and communications with the public (general and specific) about the overall agency, its services, and its internal and external relationships. The Communications/Public Relations Specialist works cooperatively with Department Managers and Agency Leadership to enhance the agency’s brand, image, and messages. The Communication Manager is responsible for maintaining all social media platforms and agency website, including creating and posting web content
<b>Competencies &amp; Skills</b>	<p><u>Business Ethics:</u></p> <ul style="list-style-type: none"> <li>• Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.</li> </ul> <p><u>Customer Service:</u></p> <ul style="list-style-type: none"> <li>• Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.</li> </ul> <p><u>Quality:</u></p> <ul style="list-style-type: none"> <li>• Demonstrates accuracy and thoroughness. Displays commitment to excellence. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.</li> </ul>
<b>Qualifications &amp; Experience</b>	<p><u>Required</u></p> <ul style="list-style-type: none"> <li>• Bachelor’s degree in communications, marketing or related field; Master’s degree desirable.</li> <li>• At least five (5) years experience in managing a multi-faceted marketing program.</li> <li>• Must have the ability to take knowledge and transform it into exciting and useful messages, and disseminate it to the right audiences through the best distribution channels.</li> <li>• Demonstrated expert abilities in managing social media platforms and agency website.</li> <li>• Proficient with website content, newsletters, design and strategies for Marketing and Donation Campaigns.</li> <li>• Skilled in WordPress, SEO, Microsoft Office, Adobe Creative Cloud, InDesign, Photoshop, Canva, Sharepoint, CRM, writing in Associated Press Style, manage marketing collateral and brand awareness internally and externally.</li> <li>• Excellent writing/editing and verbal communication.</li> </ul> <p><b>**<u>(Please provide a digital portfolio &amp; writing sample with application)</u></b></p> <p><u>Preferred</u></p> <ul style="list-style-type: none"> <li>• Master’s degree preferred</li> <li>• Fluent in English and Spanish (read, write, and speak).</li> </ul>

Interested applicants should send resume/application to:

[Recruiting@family-service.org](mailto:Recruiting@family-service.org)

(Please include **Job Title** and **Requisition Number** in correspondence)

Equal Opportunity Employer