



Communications Manager

For over 20 years, Federated National, a Property & Casualty insurance carrier and claims adjusting company has served communities and families by providing quality insurance and claims services, specializing in Homeowners Insurance, High Value Homes, Flood, Condo, General Liability Insurance and more.

Our team of experienced insurance professionals is dedicated to providing exceptional products and services. Our exceptional service model has earned us an "A+" rating with the Better Business Bureau and our strong leadership continues to be the key to our continued success.

If you aspire to be the face of a dynamic organization like Federated National and be a part of an exceptional team of professionals who believe in the highest level of Customer Service, with respect, compassion and genuine concern for our clients at the forefront of all we do. We welcome you to be a part of our team in achieving these goals.

If you desire to be a part of Federated National, please take a moment to review the position responsibilities and requirements below for the position of **Communications Manager** and submit your resume to HR-Recruit@FedNat.com.

Knowledge:

- Collaborate with department contacts to create a high-quality content including, speeches, talking points, presentations, video scripts and other communication in support of the goals of the organization;
- Create high quality, aligned communication using a variety of channels including social media, websites, webinars, websites, e-mail and video;
- Align the culture of the organization using creative writing techniques to capture the audience through storytelling, graphics, illustrations or other methods of communication;
- Interact, inform and influence internal resources on proper and impactful messaging;
- Ensure all communication materials meet the organizations standards and explore new ways to support business units and engage employees, customers and business partners;
- Partner with media relations to identify media opportunities and garner positive coverage;
- Prepare responses to Executive material in draft and assist with edits for other departmentalized communication;
- Assist with ensuring copyright laws are followed and maintained organizationally;
- Understand and apply the laws applicable to communication, through variety of media channels;
- Interpret complex business issues and deliver messages internally and externally in an easy-to-comprehend and effective manner;
- Contribute strong editorial assistance to on-line publications;
- Assist or head special events projects as needed.

Skills:

- Knowledge and understanding of creative writing and communication techniques
- Ability to listen, problem solve and relationship build across the organization
- Strong interpersonal and collaborative skills
- Knowledge of customer and personal service including, needs assessment, meeting quality standards for service and evaluation of customer satisfaction
- Ability to align and synergize communication across all areas of the organization
- Ability to produce a consistent message to business partners and customers
- Strong Project Managements
- Ability to take initiative, lead and be accountable
- Judgement and Decision making
- Organization and Time Management skills
- Change management

- Strong application and use of graphic design
- Technology advanced (SharePoint, html, Adobe Proshop/In-Design and Acrobat, MS Word, Outlook PowerPoint and Excel)
- Understanding of technology outside of the basic software application with some understanding of user interface

Education & Experience:

- Bachelor's Degree in Mass Communication, Marketing/Public Relations or Journalism
- Marketing/Social Media Certification preferred
- 5 – 7 years' experience working in communications or public relations
- Management and leadership experience preferred
- Insurance industry experience a plus

Federated National is an Equal Employment Opportunity Employer, DFW, offering a comprehensive benefit program including, Medical, Dental, Life Insurance, 401K, Tuition Reimbursement, with a great management team and working environment.