

Communications Manager

Remuneration:	market-related
Location:	George
Job level:	Mid
Type:	Permanent
Reference:	#BH-235
Company:	Badger Holdings

We are looking for an experienced communications manager to help us draft, manage and improve on all our current customer touchpoints.

Responsibilities:

- Draft all new customer communications.
- Track and report on all existing customer touchpoints.
- Audit and improve on the quality of all written touchpoints, ensuring that communications are clear, compliant and on-brand.
- Create and manage the processes for new client communication requests and/or product documentation.
- Work with the product development area to ensure that all customer facing documents are concise, simply worded, error-free and on-brand.
- Develop and implement effective communication strategies that build customer loyalty programs, brand advocacy, and customer satisfaction.
- Supervise projects to guarantee all relevant content is publication-ready.
- Work with the marketing area to create communication and marketing strategies for new products, launches, events, and promotions.
- Respond to communication-related issues in a timely manner.
- Create a crisis communication plan and draft the necessary communications.

Requirements:

- Bachelor's degree in communications, journalism, law, public relations, or relevant field.
- A minimum of two years' experience in a similar role.
- Strong knowledge of communication practices and techniques.
- Outstanding written and verbal communication skills.
- Must be able to multitask and work well under pressure.
- A tech-forward mindset.
- Excellent organisational and leadership abilities.
- Previous experience in financial services will be advantageous.

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See also: [Manager](#), [Account Manager](#), [Sales Manager](#), [Marketing Manager](#), [Business Development Manager](#), [Store Manager](#), [Project Manager](#), [Digital Account Manager](#), [PR Account Manager](#), [Product Manager](#)

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