

Job Title: **INTERNAL COMMUNICATIONS & EMPLOYEE SERVICES MANAGER**

SUMMARY

Responsible for leading, developing and managing all aspects of internal employee communications and employee services. Ensures the corporate vision and mission is conveyed in internal messaging and communications. Provides strategic leadership in developing and managing initiatives that drive and increase employee engagement. Provides communication leadership and guidance to business leaders on a variety of communication matters. Also, responsible for leading corporate projects and attending employee and community events ensuring corporate values are shared in the community.

ESSENTIAL FUNCTIONS

- Drives the development and execution of a successful strategic plan for Corporate Communications and Employee Services through strong leadership skills, including all aspects of OGSM development/execution.
- Develops messaging and defines corporate communications strategy for the company; partners with business leaders to craft communications ensuring that the corporate vision and mission is always conveyed when applicable including; corporate announcements, videos, department, functional and corporate town halls, etc.
- Manages and leads the development of content for employees including general communications, urgent announcements, brand additions and changes, as well as Micoms.
- Manages and leads content, design, and functionality for Gallo Connections employee portal along with internal communications channels and corporate newsletters.
- Responsible for tracking and regularly reporting on intranet usage and trends and utilizing these analyses to discover and initiate new opportunities for improvement.
- Provides guidance to business leaders with regards to designing and developing corporate communications.
- Conducts research to determine effectiveness of corporate communications programs and provides post-program analysis and recommendations.
- Participates in crisis management team meetings as needed and participates on the team as the internal communications expert.
- Leads in the development of effective communications and employee incentives to achieve maximum response to the employee engagement survey when conducted; partners with HR leadership and survey vendor to interpret findings.
- Presents engagement survey findings to executive leaders and develops communications plans by functional areas; collaborates with HR business partners and leadership team members to construct action plans to address improvement opportunities.
- Supports pulse survey communication needs on an as-needed basis.
- Leads the planning and manages the production of key corporate communication projects such as the annual corporate-wide town hall meeting, as well as, other high-

profile corporate events (functions to include writing and approving speech content, providing technical advice and prepping presenters, organizing and leading cross-functional town hall project team).

- Leads and manages Employee Services programs, events and activities.
- Conducts research to determine effectiveness of Employee Services programs and provides post-program analysis and recommendations.
- Leads the development and management of corporate citizenship campaigns / volunteer activities.
- Responsible for the expansion of workplace giving and the matching gift program. Directs all efforts associated with the strategy, planning, and execution of United Way employee giving program throughout the year to ensure that all corporate objectives are met or exceeded as well as other employee charitable groups and partners.
- Responsible for communication and employee relations related special projects such as developing and implementing company communication vehicles (newsletters, videos, intranet pages, etc.).
- Develops or approves recommendations to change systems, policies, and procedures; ensures timely and accurate implementation.
- Identifies and obtains staff resources and capabilities needed to successfully execute all Corporate Communications and Employee Services programs, drawing from own staff, intradepartmental staff, and outside consultants.
- Responsible for ensuring direct report/contractor understanding and compliance.
- Responsible for understanding and complying with applicable quality, environmental and safety regulatory considerations. If accountable for the work of others, responsible for ensuring their understanding and compliance.
- This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

SUPERVISORY RESPONSIBILITIES

- Participates in the training, development, coaching and mentoring of subordinate staff as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM QUALIFICATIONS

- Bachelor's degree, plus 5 years of public relations, communications/journalism, Organizational communication, Mass communication, employee or HR communications, internal affairs, marketing communications or public affairs experience reflecting increasing levels of responsibility.
- Experience managing crafting and delivering of corporate communications.
- Expert in verbal and written communication; possess superior organizational skills.

- Experience developing and presenting information to various groups of people of all levels and job functions.
- Experience in project management and multi-tasking.
- Experience effectively managing and directing people on a project basis.
- Experience leading highly visible corporate projects where decisions impacted the project outcome.

PREFERRED QUALIFICATIONS

- Bachelor's degree in Public Relations, Communications, Journalism, English, Human Resources or Business Administration with a Marketing or Communication concentration, plus 8 years of public relations, communications/journalism, Organizational communication, Mass communication, employee or HR communications, internal affairs, marketing communications or public affairs experience reflecting increasing levels of responsibility.
- Balances/manages multiple projects simultaneously and delivers end product on time/within budget.
- Experience championing the use of new approaches to improve and measure effectiveness of communications.
- Expert knowledge surrounding communications/public relations fundamentals.
- Experience organizing and executing Corporate Affairs events.
- Experience responding effectively to the most sensitive inquiries from the media, clients or members of the business community.
- Experience building business relationships with corporate outside entities.
- Skilled in writing speeches, articles; experience developing content for websites.
- Experience making effective and persuasive speeches.
- Skilled in the use of MS Outlook, MS Word, and MS PowerPoint at an intermediate level and MS Excel at the basic level.
- Experience applying principles of logical thinking to a wide range of intellectual and practical issues and problems.
- Experience dealing with a variety of abstract and concrete variables.
- Experience working with all levels and functions within the company to include Vice Presidents, CEO's, and Boards of Directors.
- Experience displaying a strong sense of urgency and creativity.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel and talk or hear.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.