



## **JOB OPPORTUNITY CORPORATE AND CONSUMER RELATIONS OFFICER**

### ***ABOUT THE COMPANY:***

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The Utilities Regulation and Competition Authority (“URCA”) of The Bahamas came into effect on 1 August 2009 as the converged regulator for the Electronic Communications Sector (ECS) – covering broadcasting, radio spectrum and electronic communications.

URCA is further strengthening its capacity and is seeking to employ a suitably qualified individual to fill the post of Corporate and Consumer Relations Officer with the requisite competencies and experience in the area of Corporate and Consumer Relations. The position will be based in The Bahamas and will report to the Corporate and Consumer Relations Manager.

### ***CORE DUTIES – Corporate and Consumer Relations Officer***

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- Assist in the designing, writing and/or production of presentations, press releases, articles, leaflets, reports, publicity brochures, information for web sites and promotional materials.
- Responsible for organizing promotional events such as press conferences, public hearings, open days, exhibitions, tours and visits and the development of publicity strategies and campaigns.
- Monitors media coverage in both local and international media.
- Supports the CCR Manager with policy initiatives such as procedures for investigating and resolving all types of consumer complaints
- Assists with representing and promoting the URCA brand in the media, community and related industry forum
- Assists with the planning and execution of events to educate and inform the public
- Assists in the preparation and maintenance of the department’s budget;
- Assist in the creation, management and growing of URCA’s presence and engaging with users on social media sites such as Twitter and Facebook and other strategically relevant online opportunities as well as URCA’s website
- Provides administrative support to the CCR department

### ***QUALIFICATIONS, COMPETENCIES & EXPERIENCE – Corporate and Consumer Relations Officer***

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- Bachelor’s Degree in Communications, Public Relations, Marketing, Business, or relevant area
- At least three years’ progressive work experience in customer service/customer relations and social media engagement and or experience in broadcast media and corporate/public relations.
- Experience gained within a corporate communications department within a regulated industry, or consumer complaints function, will be an asset.



- Proficiency in Microsoft Office Suite (word, excel, PowerPoint, outlook) and publications design software
- Strong planning, organizational and time management skills
- Strong customer service and conflict management skills
- Ability to work equally well both independently and within a team, working well with others at all levels when necessary
- Good written and oral communication and inter-personal skills, and the right attitude to be part of a winning team.

#### ***REMUNERATION & DEADLINE:***

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URCA is a performance driven organization and offers a competitive and attractive remuneration and benefits package along with opportunities for further training and career experience. For an expanded version of the requirements of the role and more information about URCA, please visit our website: [www.urbahamas.bs](http://www.urbahamas.bs)

#### ***INTERESTED?***

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**Interested applicants should email their resume to:**  
[hr@urbahamas.bs](mailto:hr@urbahamas.bs)

Applications should be received on or before **April 10, 2015**. URCA thanks all applicants for their interest but only applicants who have been short-listed and have the qualifications and experience will be contacted.