

JOB POSTING

Communications Services Manager

Division	Communications Services	Reports To	Director of Communications Services
Location	Houston, TX	Employment Type	Full-Time
Work Arrangement	Hybrid	Salary Range	*\$103,500 - \$120,000

**Salary commensurate with experience and qualifications*

About Hollaway

Hollaway Environmental + Communications Services, Inc. is a Houston-based firm with offices in Houston and San Antonio. Our Environmental, Communications, and Creative Services divisions work together to help public agencies and private partners move projects forward, from permitting and field studies to public engagement and design. Everything we do is guided by our IDEAS values: Ingenuity, Dependability, Empathy, Adaptability, and Strategy.

Position Summary

The Communications Services Manager leads Hollaway's Communications Team, combining people leadership with senior-level expertise in public involvement, stakeholder engagement, and strategic communications. The role oversees team workload, performance, development, and utilization while ensuring high-quality, responsive project delivery. As a senior project manager and trusted client advisor, the Manager leads multiple complex public engagement projects and accounts. Reporting to the Vice President of Statewide Communications Services, this position partners with Hollaway leadership to support company strategy, culture, financial performance, and continued growth.

Key Responsibilities

Team Leadership + Operations

- Lead and supervise Communications Team personnel, providing clear direction, delegation, coaching, mentorship, and ongoing feedback.
- Manage team workload, staffing, resource allocation, utilization, and coverage to support project and financial goals.
- Conduct performance reviews, support professional development plans, and identify training and career growth opportunities.
- Address performance, conduct, workload, and team concerns promptly in coordination with Hollaway leadership and the CPO.
- Support recruiting, candidate selection, onboarding, training plans, role expectations, and job descriptions.

- Review and approve time-off requests while maintaining appropriate team coverage.
- Foster a culture of trust, accountability, collaboration, inclusion, open communication, and continuous feedback.
- Monitor project scope, budgets, schedules, staffing, utilization, and delivery, proactively addressing potential issues.
- Support timely invoicing, financial performance, and adherence to Hollaway's project management processes.
- Partner with Hollaway leadership to support company strategy, core values, policies, culture, and overall team success.

Project + Client Management

- Manage multiple communications, public involvement, and stakeholder engagement projects, serving as senior Project Manager and primary client contact.
- Develop and manage project scopes, budgets, schedules, staffing plans, proposals, and overall delivery.
- Build trusted client relationships and provide strategic guidance on communications, stakeholder engagement, and NEPA-related public involvement.
- Ensure project teams meet client expectations, deadlines, budgets, Hollaway's QA/QC standards, and project management procedures.

Communications + Public Involvement

- Provide senior-level expertise in strategic communications, public involvement, stakeholder engagement, and communications planning.
- Develop and oversee public involvement plans, meetings, workshops, engagement activities, and public-facing communications materials.
- Provide high-level writing, editing, messaging, and strategic review while maintaining knowledge of relevant industry practices and requirements.

Business Development + Marketing

- Support business development and strengthen relationships with clients, teaming partners, agencies, and industry contacts.
- Identify new and expanded opportunities and lead or support proposals, pursuits, interviews, and client presentations.
- Collaborate across Hollaway service lines and represent the company professionally at client and industry events.

Work Environment and Physical Requirements

- Ability to sit and/or stand for extended periods.
- Ability to work in a hybrid office setting.
- Ability to lift to 35 pounds.
- Ability to travel locally and regionally and participate in public meetings, workshops, and events as required.
- Ability to participate in evening or weekend meetings and events when required by project needs.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Experience + Qualifications

Required

- Bachelor's degree in communications, public relations, planning, marketing, or a related field.
- 7+ years of relevant consulting experience, including 3+ years of team leadership or personnel management.
- Strong project and client management skills, including scope, schedule, budget, and delivery.
- Experience with NEPA-related public involvement, stakeholder engagement, and public meetings.
- Strong writing, presentation, facilitation, delegation, and organizational skills.
- Proficiency with Microsoft 365, virtual meeting platforms, and Monday.com.
- Valid driver's license and ability to travel as needed.

Preferred

- Experience managing communications or public involvement professionals in a consulting environment.
- Strong understanding of NEPA-compliant public involvement and applicable federal and state engagement requirements.
- Experience supporting transportation, flood control, water, coastal, infrastructure, environmental, or other public-sector projects.
- Experience facilitating high-profile, complex, or controversial stakeholder engagement processes.
- Multilingual capabilities.

Core Values Competencies

- **Ingenuity** — Anticipates challenges and develops creative, practical solutions for clients, projects, and the team.
- **Dependability** — Follows through on commitments, communicates proactively, and ensures work is delivered on time, within budget, and at a high level of quality.
- **Empathy** — Listens actively, leads with care, and considers the needs and perspectives of employees, clients, stakeholders, and communities.
- **Adaptability** — Adjusts priorities, resources, and strategies to respond effectively to changing project, client, and team needs.
- **Strategy** — Connects team and project decisions to client goals, financial performance, business development, and Hollaway's broader vision and growth.

Equal Employment Opportunity

Hollaway is an equal opportunity employer. We make employment decisions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran

status, or any other characteristic protected by applicable law. This job description describes the general nature and level of work performed; it is not an exhaustive list of all responsibilities, duties, and skills required, and it may be revised as the needs of the firm change.

Benefits Offered

- Comprehensive onboarding program
- Medical, dental, vision, life, and short-term disability insurance with significant employer contributions
- Paid parental leave
- 401(k) with up to 4% employer match
- FSA and HSA options
- Health & Wellness Incentive Program – up to \$200/month
- Professional development plans, dedicated training budget, and unlimited online training
- Tuition reimbursement – up to \$1,500/year
- Team-building activities and employee engagement resources
- Insperity Perks at Work discounts and AAA membership

To learn more about Hollaway, please visit [How We Work](#)