



ABOUT SNP

Founded in 1992, SNP is a dynamic company that evolves quickly to meet each customer's needs. Our mission is to make our customers' messages as clear and memorable as possible, a feat we accomplish through *content* support, *communications coaching*, and *creative* development. No two customers are the same, so our approach isn't either. Our employees are as adaptable and creative as our methods, and thrive in our fast-paced, collaborative work environment. We deliver with total accountability. The work is as vibrant and impactful as our customer list.

Join us in searching the world for good people and helping to make their truth persuasive.

THE ROLE

As the EMEA General Manager (GM) you're accountable for delivering the highest value to our customers. You'll ensure the progress of SNP's EMEA revenue strategy and delivery of high quality customer work, while leading a high-performance team.

You're responsible for: Growth, People & Operations

Growth (Including Sales & Client Delivery)

- Articulate, own and lead a comprehensive vision and strategy for EMEA with the CEO.
- Drive revenue generation by personally delivering significant value and success to our customers.
- Lead the EMEA team in achieving revenue targets.
- Develop in-depth understanding of key client needs and guide the sales process from pitch through to closing the contract.
- Lead account management strategies in collaboration with the Strategic Account Managers to build and optimize long-term and sustainable relationships with clients.
- Manage 10+ customer accounts across start-up, growing and enterprise sectors.



- Deliver high-quality SNP content and coaching services to customers.
- Implement marketing efforts that promote and enhance the SNP brand across EMEA in collaboration with SF-based marketing lead.

People

- Manage a team of 8 (Includes 3 full-time, 3 part-time and contractors) whose responsibilities include business development, account managers, writers, facilitators and operations support.
- Organise training to ensure team is delivering to the highest quality and have the necessary skills to meet client needs in collaboration with Operations Coordinator and SF-based Head of People.
- Ensure career progression of team members through consistent coaching, training and support with CEO.
- Drive recruiting, hiring and onboarding new hires.

Operations

- Co-own the region P&L; plan and organise resources to maximise operational efficiency with CEO & CRO.
- Oversee the management of the office operations including project staffing and vendors supported by Operations Coordinator.
- Collaborate with the Operations Coordinator to host public workshops and community events.
- Assume responsibility for overall project budget tracking and profitability within key accounts in collaboration with Strategic Account Managers.

We'd like you to have:

- Entrepreneurial mind-set
- Bachelor's Degree
- 5+ years' work experience, especially in communications, sales and leading a team or business unit
- Experienced trainer, facilitator and coach is a plus
- Outstanding written and verbal communication skills
- Strong people skills, including the ability to work with a wide variety of personalities, read a room/audience and deal with multiple levels of leadership
- Excellent time management: you must be able to balance the different components of this role
- A flexible, dynamic working style in the face of changing requirements



- A willingness to travel
- Well-established network

While being:

- Confident enough to ask questions and bring ideas forward
- A team player who is comfortable working in a highly autonomous, fast paced environment with a flat management structure

HOW TO APPLY

We're looking for someone with spark. If you think your skills and experience match what we're looking for, please submit your resume and a personalized cover letter to Rebecca Kilbane - rebecca@snpnet.com