

ABOUT SNP

Founded in 1992, SNP is a leadership communications company. Our mission is to make our customers' messages clear and memorable. We accomplish this through content support, communications coaching, and creative development. We recognize that no two customers are the same and our approach can't be either. This means that SNPers are adaptable and creative, and must thrive in our fast-paced, collaborative work environment.

ABOUT THE ROLE

The Program Manager (PM) will be based out of our headquarters in San Francisco and will support a portfolio of customers projects. As the PM, you're responsible for organizing and managing programs focused on: content, coaching, and/or creative, while maintaining a positive, organized, and upbeat attitude. You love the little details and are comfortable communicating directly with customers. You are proactive, flexible, and can balance multiple tasks. You will support Account Managers to ensure that we deliver an elite service to our customers, and an incredible experience along the way. From day one, you'll have a comprehensive onboarding program, focused on the core tenets of SNP. As you grow in your role, you'll have access to some of the most comprehensive communications training around, learning from our team of journalists, instructors, writers, and artists.

YOU'RE RESPONSIBLE FOR:

- Being the day-to-day point-of-contact for SNP customers on some of our most dynamic and interesting projects
- Ensuring projects are on-schedule and the internal team is on task, hitting all customer milestones
- Managing complex customer programs from kick-off through to delivery
- Communicating directly with customers, being curious enough to ask questions, and proactive enough to deliver information before being asked for it
- Organizing logistics for internal and external meetings
- Responding quickly to customer emails and calls, changes and ideas
- Building relationships with our top customers and cross-functional team, whether that means occasional travel for meetings, being on-site with our customers, sending thoughtful reminders, or anything that shows we go the extra mile

WE'D LIKE YOU TO HAVE:

- Demonstrated project management skills and incredible organization prowess
- Exceptional attention to detail
- Clear and professional communication skills

- Strong interpersonal skills
- Able to proactively troubleshoot and problem solve quickly, with a keen understanding of who-needs-to-know-what-and-when
- We'd like you to be comfortable with fast-paced environment and appreciate ambiguity

WHILE BEING:

- High energy
- Flexible to change
- Fun with a good sense of humor
- Entrepreneurial, independent, self-motivated
- 100% accountable to your colleagues, customers, and work
- A people-person who is interesting and interested
- Someone customers and colleagues love to be around, who comes across confidently and has strong presence
- A smart, nice, person (and you should understand why)

Please submit your resume and a cover letter to careers@snpnet.com.