

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 SNP'ers are adaptable and creative, and must thrive in our fast-paced, collaborative work environment.

ABOUT THE ROLE

As a Senior Strategic Account Manager you are at the center of everything we do here at SNP: content, coaching, and creative services. You are innately inquisitive, searching for the core of every story and coaching leaders to bring their messages to life. Whether written, recorded, presented, or published, you help good people make their content clear and delivery memorable. The work is as vibrant and impactful as our customers, and duties must be delivered with total accountability. We build our account relationships through excellent work, and you'll be on the frontlines of that work.

As a member of our San Francisco team, you'll leverage your content, training, and facilitation experience to learn and deliver SNP's core programs. With your experience, you'll also become a subject matter expert in design - helping customers and your SNP colleagues customize solutions based on goals, challenges, and timing.

As you continue to work with SNP customers, your innate curiosity will drive your own skill development. It won't be enough to conduct a training. You'll want to help your customers craft their content well before they are ready to deliver the message, and you'll start to offer creative ways to deliver that message.

YOU'RE RESPONSIBLE FOR:

- Digging deeper — Bringing curiosity into every conversation, internally with colleagues and externally with customers
- Taking a journalistic approach in interviewing subject matter experts to better understand their needs
- Writing clear, concise, and compelling audience-facing material
- Delivering our SNP coaching products to large and small audiences
- Customizing training content per customer culture, needs, and goals
- Growing delivery skills into coaching, content, and creative work, including developing and directing audio and visual programs

WE'D LIKE YOU TO HAVE:

- Demonstrated content, training and facilitation skills
- Innate curiosity, with a passion to ask questions, learn more, add value
- Experience in journalism and customer service preferred...and revered
- Exceptional attention to detail
- Clear and professional communication skills
- Strong interpersonal skills
- An ability to proactively troubleshoot and problem solve quickly, with a keen understanding of who-needs-to-know-what-and-when
- A strong level of comfort with fast-paced environments and an appreciation of ambiguity
- A love of adventure (i.e., travel)

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.