

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 support a portfolio of customers projects. As the PM, you're responsible for organizing and managing customer-facing content, coaching, and/or creative programs. Once a program is sold and booked, you take over. You may be asking: *Sounds good, what does that mean?* Here are some examples:

- One day of 20 concurrent training sessions of Executive Leadership Training.
- A year-long coaching program for 30 emerging leaders.
- A national sales conference that includes 80 speakers, 80 speeches, and 80 decks.

And that's just a bit about what we do. We don't need you to coach, write content, or build a deck; we do need you to make sure those projects are staying on track. Sound interesting? We hope so, because we need your A-game: positivity, organization, and an upbeat attitude. But enough about you, here's a bit more about you...

You love the little details, you think in spreadsheets, and you are comfortable communicating directly with customers to ensure their program is perfect. You are proactive, flexible, and can balance multiple tasks. You'll support our Delivery team to ensure that we flawlessly meet customer expectations, and deliver an incredible experience along the way. From day one, you'll be immersed in 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:

- Managing complex customer programs from kick-off through delivery
- Being the day-to-day point-of-contact for SNP customer programs 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
- 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 for delivery, or anything that shows we go the extra mile

WE'D LIKE YOU TO HAVE:

- Demonstrated project management skills and mindblowing organization prowess.
- Experience in a service role (especially restaurants)
- 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
- An appreciation for 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 confident 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.