

## 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

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 bring clarity and organization (did we mention: *organization?*).

But here's the thing: we know you could take your skills anywhere. We think this is a pretty great place to land. As the Program Manager (PM), you'll support a portfolio of training programs, with some of the world's coolest, well-known, and innovative companies, teams and leaders. Customers that include that start-up you just read about, and the software that is now both a company name and verb.

So what does this look like? Once a program is sold and booked, you take over. You'll support our Delivery team to ensure that we flawlessly meet customer expectations, and deliver an incredible experience along the way. Here are some examples of the types of programs you'll manage, from logistics to prep calls to collating and sending feedback:

- One day of 20 concurrent training sessions of Executive Leadership Training.
- A series of trainings within our *Think Like a Founder* curriculum, encouraging innovation across an enterprise organization.
- Seven (or eight...or nine...) individual training sessions on one day, for seven (or eight...or nine...) individual customers.

And 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.

That's just a bit about what we do, and what you'll do. Sound interesting? We hope so, because we need your A-game: positivity, organization, and an upbeat attitude.

**YOU'RE RESPONSIBLE FOR:**

- Managing multiple complex customer training 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
- Organizing logistics for internal and external meetings throughout all stages of program design and delivery
- 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
- Responding quickly to customer emails and calls, changes and ideas
- Building relationships with our top customers and cross-functional team - 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 (even restaurants....actually, 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 and able to context-switch on a dime
- Fun with a good sense of humor
- Independent, self-motivated and curious. If you don't know, you'll ask the question(s).
- 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](mailto:careers@snpnet.com).