



# PROGRAM MANAGER – TRAINING & COACHING

## ABOUT SNP

SNP is a leadership communications company focused on helping high-performing leaders and teams achieve their goals. For almost 30 years, we've been behind the scenes helping the world's most successful companies including Google, Airbnb, SAP, Salesforce, and Spotify.

The world is loud. We help leaders break away from the noise to make their message clear and memorable. Our experience, creativity, and passion are reflected in the work we do, whether it's clarifying the message, up-leveling skills, or scaling the mission through media.

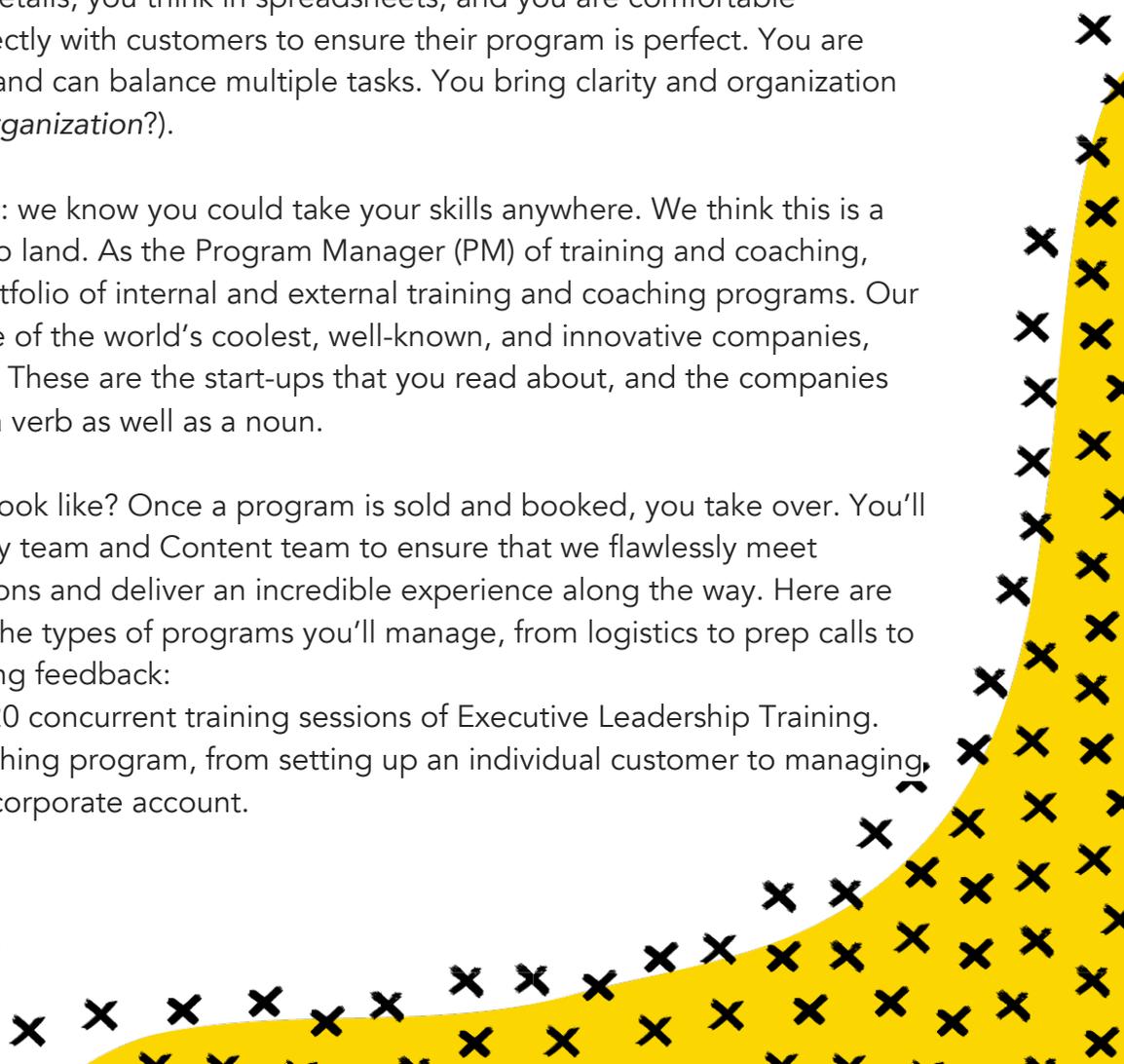
## ABOUT THE ROLE

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) of training and coaching, you'll support a portfolio of internal and external training and coaching programs. Our customers are some of the world's coolest, well-known, and innovative companies, teams, and leaders. These are the start-ups that you read about, and the companies that have become a verb as well as a noun.

So, what does this look like? Once a program is sold and booked, you take over. You'll support our Delivery team and Content 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.
- Our 1:1 coaching program, from setting up an individual customer to managing an ongoing corporate account.



- Seven (or eight...or nine...) individual training sessions on one day, for seven (or eight...or nine...) individual customers.

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 and coaching 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.
- Supporting our content creation team. Putting together slide decks, show flows and visuals.
- 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 mind-blowing organization prowess.
- Experience in a service role (even restaurants.... actually, especially restaurants).
- Exceptional attention to detail.
- Clear and professional communication skills.
- Strong interpersonal skills.
- Proficiency in PowerPoint and Microsoft Word.
- 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 ALSO BEING:

- Flexible and feedback driven.
- Fun, with a good sense of humor.
- Able to work independently, and with a team. Self-motivated and curious.
- 100% accountable to your colleagues, customers, and work.
- A people-person who is interesting and interested; someone customers and colleagues love to be around.
- A smart, nice, person.

Please submit your resume and a cover letter to [careers@snpnet.com](mailto:careers@snpnet.com).