

ABOUT SNP COMMUNICATIONS

Founded in 1992, SNP is a dynamic leadership communications company that evolves quickly to meet each customer's needs. Our mission is to make our customers' message as clear and memorable as possible, a feat we accomplish through *content* support, communications *coaching*, and *creative* development. No two customers are the same, so our approach isn't either. Our employees are as adaptable and creative as our methods, and thrive in our fast-paced, collaborative work environment. We deliver with total accountability and we're always curious.

THE ROLE

As the Operations Coordinator, you are responsible for helping the EMEA team achieve the SNP mission through operational efficiency and effectiveness. You set the tone for all the work that we do here.

The Operations Coordinator must be service-oriented at the core. They should also be able to deliver our core SNP message by maintaining a deep understanding of our work and upholding our values.

KEY PRIORITIES

Sales

- Tracking, measuring and helping drive sales growth for EMEA
- Creating detailed proposals, SOWs and other contracts
- Generating target customer leads for sellers
- Identifying product/service improvements and opportunities by staying current on customer industries and service-offering trends
- Maintain and update sales CRM database and pipeline

Team Logistics

- Supporting the team to coordinate national and regional projects across EMEA
- Supporting the team with administrative tasks including expenses reports, scheduling, and planning travel
- Tracking customer billing requests and submitting them to the finance team

Office

- Coordinating logistics for in-house events and external meetings
- Maintaining office operations (stock the kitchen and supply closet, assist in budget management)
- Greeting visitors and being the point of contact for mainline calls and deliveries
- Managing external vendors, contractors and service providers
- Proactively identifying opportunities and processes for continuous improvement

We'd like you to have:

- Bachelor's Degree and a minimum 3 years of experience in a similar role
- Communications and project management experience (this is essential)
- High level of accuracy and meticulous attention to detail
- Excellent planning and organizational skills to prioritize work and meet tight deadlines
- Professional, detailed-oriented writing capabilities for correspondence with customers and creation of successful proposals and contracts
- Strong people skills, including the ability to work with a wide variety of personalities, read a room/audience, and deal with multiple levels of leadership
- A flexible, dynamic working style in the face of changing requirements
- A burning desire to 'be your best' and work in an environment where you can really make a difference

While being:

- Fun with a good sense of humor
- Entrepreneurial and independently minded to get the job done
- 110% accountable to your colleagues, customers, and work
- Confident enough to ask questions and bring ideas forward
- A team player who is comfortable working in a highly autonomous, fast-paced environment
- Proactive with a strong 'can do' attitude

If this sounds like you, we'd love to hear from you. Please submit your CV and a cover letter to Rebecca Kilbane, Director of SNP Communications EMEA - [**rebecca@snpnet.com**](mailto:rebecca@snpnet.com)