Program Manager (PM)

ABOUT SNP

SNP is a leadership communications company focused on helping high-performance 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

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 global, monthly onboarding program for 1,000 managers
- 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 us, 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.

Program Managers are immersed in the core tenets of SNP from day one. As you grow in the role, you'll have access to some of the most comprehensive communications training around, learning from our team of journalists, instructors, writers, and artists. After two years, you may decide to move on to a business development role. Or perhaps product design and development. Or maybe you want to deliver our broadcast work. The PM role is your platform.

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
- Supporting relationships with our customers, being the bridge between their sales relationship to the delivery experience

WE'D LIKE YOU TO HAVE:

- Demonstrated project management skills and mind-blowing 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, and an ability to introduce structure
- 2-3 years experience in project management or a related field.

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)

Salary Range: $60,000 - $70,000

Please submit your resume and a cover letter to careers@snpnet.com

SNPNET.COM