



ACCOUNT MANAGER DUBLIN

KYNE is an award-winning specialty health communications agency dedicated to helping improve and save lives. We were founded on the belief that communication is a powerful health intervention. Our team is passionate and committed, with deep experience working across sectors to make real differences in health. We love what we do, we live what we do, and we truly believe in what we do.

We are currently recruiting for an account manager to join our growing global healthcare PR team based in Dublin. This is an exciting opportunity for an ambitious individual looking to work on a range of public health and pharmaceutical client projects.

We are looking for an experienced healthcare PR professional to support communications strategies and campaigns for our global client base. The ideal candidate will be curious, passionate about all things health and have a great sense of humor and a desire to work as part of a truly global, networked team. Reporting to the Associate Director, the Account Manager will support client engagement by developing and implementing existing and new client programs and will be involved in planning and financial administration of specific client programs. They will be a strong project manager and a great mentor to the junior team. Experience working on global data communications and media relations programs for pharmaceutical clients is preferred.

KYNE employees share a passion for making a difference in health, both locally and around the world. We value curiosity, collaboration and a creative working environment. We work hard, play hard, and give back to our community. Our shared passion for driving progress against unmet health needs is what makes us uniquely KYNE.

KEY RESPONSIBILITIES:

Client Service / Relationship Management

- Builds solid client relationships through open communication and regular client interaction
- Demonstrates understanding of strategic issues on assigned accounts
- Participates in client meetings/calls and leads client updates associated with projects owned
- Anticipates and proactively seeks to address the needs of clients, as well as KYNE managers
- Plays a major part in drafting client communication materials, including newsletters, emails, reports, press releases and other appropriate company documentation
- Ability to successfully manage all aspects of project timelines, budgets and deliverables and independently oversee assigned project workstreams
- Willingness and experience in coaching and managing junior team in all of the above
- Key contributor to tactical planning on assigned projects
- Completes oversight of financials for each client engagement



- Identifies research needs and conducts in- depth research to support strategic and tactical plans
- Able to develop recommendations and implement both traditional and social media tactics as needed to support client programs

Teamwork & Leadership

- Serves as a role model for junior team members and oversees/reviews juniors' work
- Provide counsel to juniors on project management and general PR work
- Knows when to involve client/line managers in decisions and when to execute on decisions independently
- Recognized by peers and management for their consistent and proactive contributions to the team

Business Development

- Support preparation for public health new business opportunities, including assistance with research, slide development, RFP development, etc.
- Participate in new business presentations as appropriate

Initiative & Flexibility

- Utilizes data to support agency recommendations and to drive idea generation
- Understands key issues to be considered when making decisions
- Displays an ongoing willingness to gain knowledge and make significant contributions to the team
- Manages assigned projects and knows when manager / senior leadership review is required vs. when to keep projects moving independently, providing updates as appropriate
- Demonstrates initiative and resourcefulness and attempts to work through issues independently
- Demonstrates flexibility in working across teams and ability to adapt to project needs, different team working styles, etc.
- Takes the initiative in seeking training on company processes/procedures

Effective Communication

- Provide direct and constructive feedback to junior team members, supporting them in developing fundamental skill sets (writing, research, logistics, etc.)
- Encourage regular feedback from manager and team members
- Proactively seek out / regularly lead key aspects of client interactions to further develop client communication skills

DESIRED SKILLS & EXPERIENCE

- Minimum four years communications or health related experience; advocacy, partnership, US/global health issues or health product communications experience preferred
- Minimum Bachelor's degree, preferably in communications, marketing, business or health related field
- Experience of / desire to manage direct reports
- Team player; ability to work cooperatively across teams
- Delivers and accepts feedback well
- Ability to develop and maintain effective relationships/partnerships (internally and externally)
- Superb internal and external communication skills (verbal, written, listening)
- Confident and compelling style in communicating with clients, teams and external stakeholders
- Positive, professional and flexible attitude that lends itself to quality client service
- Experience in managing resources and budgets
- Experience with media relations strategy and social media landscape; track record of delivering results – familiarity with global media preferred
- Demonstrates keen critical thinking skills and proactivity in problem solving
- Recognized project management aptitude
- Developed client presentation skills
- Innovative thinker with an entrepreneurial spirit
- Strong attention to detail
- Ability to multi-task and effective time management
- Passionate about improving lives through innovations in health
- A good understanding of current issues in domestic and global health
- Excellent Word, PowerPoint and Excel skills

Please note: Candidates must be eligible to live and work in the European Union. Relocation assistance is available.