



**MANAGER**  
**NEW YORK**

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.

Reporting to the Vice President, the Manager will support client engagement by developing and executing existing and new client programs. This is an opportunity to get in at the mid-level and support client and new business development efforts across a range of private sector, nonprofit, foundation and government health topics. In particular, we are seeking an individual with a passion for and experience in science and data communications to support leading global pharmaceutical and biotech clients.

Based in New York, this is an exciting opportunity to join a fast-paced, growing global company.

**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, with a strong emphasis on digital health communications
- 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 overseeing development of all client communication materials, including emails, reports, press releases, infographics, social posts and other materials; ensures all client written deliverables are of highest quality possible
- 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
- 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



### Business Development

- Supports preparation for new business opportunities, including assistance with research, slide development, proposal development, etc.
- Participates 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

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

### Teamwork & Leadership

- Serves as a role model for junior team members
- 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

### **DESIRED SKILLS & EXPERIENCE**

- Minimum five years communications experience or related agency, private sector or not-for-profit health experience
- Experience in pharmaceutical and/or biotech product communications, including data and regulatory communications



- Specific expertise in healthcare communication dealing with public and private sector entities in global and/or domestic health is preferred
- Experience in digital health communications, including social media strategy and management, digital thought leadership, stakeholder mapping, and success metrics
- Demonstrates keen critical thinking skills and proactivity
- Recognized project management aptitude
- Superb internal and external communication skills (verbal, written, listening)
- Developed client presentation skills
- Possesses strong organizational and follow up skills
- Able to multi-task
- Works collaboratively as part of a team
- Innovative thinker and creative problem solver
- Shows an entrepreneurial spirit
- Strong attention to detail
- Develops an understanding of the company's missions and values and a commitment to the growth and success of the company
- Ability to develop and maintain effective relationships/partnerships (internally and externally)
- Passionate about improving lives through innovations in health
- A good understanding of current issues in domestic and global health
- Social and traditional media experience strongly preferred; must demonstrate a track record of results

## EDUCATION

- Bachelor's degree, preferably in communications, marketing, business or health / science related field

KYNE is an equal opportunity employer and does not discriminate against employees or qualified job applicants on the basis of actual or perceived race, religion, creed, color, sex, pregnancy, age, national origin, ancestry, ethnicity, citizenship, disability, genetic information, veteran status, marital status, familial status, sexual orientation, gender expression or identity status as a victim of domestic violence, stalking and sex offenses, or any other status protected by applicable federal, state or local law.