



SENIOR 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 Senior Vice President, the Senior Manager will support client engagement by developing, executing and leading existing and new client programs. This is an opportunity to get in at the mid-senior level and support client and new business development efforts across a range of 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

- Develops and cultivates relationships with clients and external audiences
- Serves as day-to-day client lead for at least one client engagement or significant client project
- Thoughtfully counsels clients based on broad communications landscape and business goals; takes immediate action on client feedback
- Proactively directs planning and execution of projects ensuring timeliness, efficiency and high-quality delivery of results
- 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
- Completes oversight of financials for each client engagement
- Takes an active role in developing staffing plans for core clients

Business Development

- Researches, develops and presents new business proposals
- Participates in organic/new business pitches with confidence
- Identifies and realizes opportunities for organic account growth



Initiative & Flexibility

- Utilizes data to drive agency recommendations and idea generation
- Understands key issues to be considered when making decisions
- Demonstrates initiative and resourcefulness and works through issues independently in as much as possible
- Proactively seeks out professional development opportunities, skillset growth
- Able to seamlessly flex between teams / management styles

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
- Leads key aspects of client interactions and liaison with external partners to further develop client communication skills
- Continues to proactively seek opportunities to further hone communication skills, including presentation skills

Teamwork & Leadership

- Serves as a role model for junior team members
- Conducts annual reviews for direct reports (as appropriate) and regular check-ins, overseeing professional development and opportunities for growth and advancement
- Supervise all junior staff by mentoring, motivating, coaching and providing clear and consistent feedback
- Able to gather information to make appropriate decisions for clients and internal teams

DESIRED SKILLS & EXPERIENCE

- Minimum seven years communications or health related experience; advocacy, partnership, US/global health issues or health product communications experience preferred
- Experience in pharmaceutical and/or biotech product communications, including data and regulatory communications
- Experience in digital health communications, including social media strategy and management, digital thought leadership, stakeholder mapping, and success metrics
- Handles conflict diplomatically
- Team player; ability to work cooperatively across teams
- Delivers and accepts feedback well
- Has earned respect (internally and externally) and has leadership presence



- 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
- Solid client relationship building skills
- Positive, professional and flexible attitude that lends itself to quality client service
- Experienced in successfully managing resources and budgets
- Experience with media relations strategy and social media landscape; track record of delivering results
- Demonstrates keen critical thinking skills and proactivity
- Recognized project management aptitude
- Developed client presentation skills
- Innovative thinker and creative problem solver
- Shows an entrepreneurial spirit
- Strong attention to detail
- Able to multi-task
- Demonstrates an understanding of the company's missions and values and a commitment to the growth and success of the company
- Passionate about improving lives through innovations in health
- A good understanding of current issues in domestic and global health

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.