

## Director and Account Manager of Skills and Culture Services

**Untold Content** is the market leader in Innovation Storytelling™ empowering scientific, technical, and medical innovators to tell compelling, impactful stories. Globally recognized innovators such as NASA, Boeing, Dupont, Unilever, and Hershey trust Untold to accelerate and spark innovation through clear, evidence-based storytelling that increases market adoption and decision-making among internal stakeholders.

We're seeking an individual to lead our Skills and Culture Services offerings at Untold. In this role, you'll be responsible for ensuring our skills and culture customers achieve their outcomes while developing strong relationships with Untold's team of innovation storytellers and facilitators. You'll take responsibility for the delivery of high-impact, high-quality innovation storytelling training and culture experiences for innovative clients. As Account Manager, you will build strong client relationships with leaders and managers, manage facilitation teams effectively, and collaborate with Untold's senior leaders to achieve strategic business goals.

### How to Apply

To be considered for the position, submit cover letter and resume online via [this application form](#). We will review applications immediately with the goal of hiring as soon as possible.

**Untold Content** provides a competitive total rewards package that includes:

- Comprehensive health and related insurance
- IRA option
- Family friendly work policies
- Remote work
- Paid Time Off
- Supportive team-based environment

### Responsibilities

- Oversees skills and culture client relationships and ensures quality and satisfaction
- Ensures that projects remain within scope and budget, and escalates challenges to CSO and COO
- Nurtures ongoing sales with existing clients within skills and culture offerings as a growth-oriented account manager
- Provides insights and feedback from clients' projects to inform CSO on identifying, scoping, and developing potential updates and expansion of Untold Skills and Culture offerings
- Approves Innovation Storytelling Training curriculum in alignment with client contracts
- Supports sales by joining key sales calls, customizing the right solution, writing project proposals, and project scoping and budgeting
- Serves as Innovation Storytelling Strategist for Skills and Culture clients through strategy assessments and ongoing impact reports
- Able to support Innovation Storytelling Training as a facilitator as needed
- Manages the work, performance, and professional development of the team by:
  - Ongoing vetting of talent to build a strong facilitator contractor network in collaboration with COO/CSO
  - Selecting facilitation and creative team members for client accounts in coordination with CSO

- o Overseeing and managing facilitator and creative teams to ensure optimal onboarding, consistent communication, clear roles and responsibilities, maximum performance, providing purpose, direction, and motivation
- o Performance management and development as appropriate
- Foster and demonstrate Untold values: Inspire Awe; Stay Grounded; Dream Big, Then Make It Happen; Care and Communicate; Debate, Then Commit
- Perform other duties and responsibilities as required

### **Qualifications**

- Experience:
  - o A minimum of 5 years progressive account management experience, preference given to experience related to training and culture services or in an agency serving external clients
  - o Previous work experience in a large technical, medical, or scientific company preferred
  - o Previous management experience preferred
  - o Proven track record of setting and meeting aggressive goals

### **Knowledge and Skills**

- Ability to quickly establish rapport with clients
- Commitment and initiatives to focus on client needs thoroughly until projects are completed
- Ability to understand client business needs and make appropriate recommendations that are in the client's best interest
- Excellent listening and communication skills (oral and written) and attention to detail
- Innovative problem-solving capabilities with the ability to be flexible and improvise as needed
- Team player
- Ability to learn new techniques, perform multiple task simultaneously, and keep accurate records
- Ability to change direction and adapt quickly to a fast-paced evolving scope of work
- Knowledge of market research techniques
- Understanding of budgeting and reporting
- Exceptional interpersonal skills
- Excellent organizational, negotiation and leadership skills
- Strong technical skills and ability to work with multiple software applications.

Salary range \$70,000 - \$80,000 annually.

**Untold Content** is an equal opportunity employer.