





JOB DESCRIPTION

JOB TITLE:	Operations Specialist	STATUS:	Non-Exempt	Full-Time

REPORTS TO: Director of Operations, CNECT

DIRECT REPORTS: None

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified to meet the needs of the organization.

JOB SUMMARY

The Operations Specialist provides operational support services for CNECT. This position is primarily responsible for completing member-driven analytics, processing applications, entering data into the CRM, roster updates, customer service and other duties as assigned. This position reports to the Director of Operations. This position actively supports the mission of Health Center Partners of Southern California and the social enterprise of CNECT.

ESSENTIAL JOB FUNCTIONS

- Provide support to CNECT by processing new member applications, term-sheets, transfers and all other member related paperwork to ensure efficiency and consistency throughout all internal processes.
- Complete member-driven analytics, such as price comparisons, using a multitude of industry resources
- Work with supplier partners to complete quote requests in a timely manner
- Maintain a working knowledge of CNECT industry and the variety of analytic tools available through research and training
- Maintain and update customer-management software and other databases to provide effective communication and interaction with customers, vendors and CNECT sales staff.
- Act as a backup (overflow) to admin assistant.
- Contribute to a work climate that facilitates a collaborative team environment.
- Follow all company policies and procedures.
- Other duties, as assigned.

Operations Specialist - CNECT Revised: September 2017

QUALIFICATIONS Skills

Must possess strong oral and written communication skills, as well as an ability to manage multiple projects and programs concurrently. Strong analytical skills and the ability to make sound decisions in a dynamic and often ambiguous environment are required. Working knowledge of relevant software packages and computer systems is required. Knowledge of the healthcare industry is preferred. Candidate must be highly organized, detail-oriented and be dedicated to customer satisfaction. A strong work ethic and the ability to work independently in a fast-paced, autonomous environment are essential. Must possess valid driver's license, insurance and provide reliable transportation for use in work.

Education/Experience

A Bachelor's Degree in business or other related field is required. A minimum of one to two years in an sales operations support role is preferred. Health care and/or nonprofit experience is preferred.

PHYSICAL REQUIREMENTS

- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

HIPAA/COMPLIANCE

- Maintain privacy of all patient, employee and volunteer information and access such information only on as need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent or unlawful behavior or activity.

I acknowledge that I have read and understand this job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel I might need to allow me to perform these essential functions. Additionally, I agree to abide by the policies and procedures established by Health Center Partners of Southern California.

Signature

Date

Employee Name (please print)