



A Family of Companies



## JOB DESCRIPTION

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

**REPORTS TO:** Director of Operations, Council Connections

**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

Under the direction of the Director of Operations, the Contracts Specialist is responsible for the routine collection, analysis and processing of vendor sales reports, and provides support for the Customer Relationship Management database, Maximizer. This position is also responsible for supporting the Premier Inc. contract aggregation process and managing price activations. The Contracts Specialist will work collaboratively with the Senior Contracts Administrator. This position actively supports the mission of Health Center Partners of Southern California and the social enterprise of Council Connections

## ESSENTIAL JOB FUNCTIONS

### Customer Relationship Management Administration – Maximizer

- Maintain the accuracy and reliability of data in Maximizer and collaborate with the Senior Contracts Administrator to oversee the development of new tracking fields, and export of information.
- Work closely with the Senior Contracts Administrator to identify and respond to data and reporting needs.

### Price Comparisons and Quotes

- Complete price comparisons and quotes for the sales team as requested. Ensure deliverables are accurate and met within the standard turnaround time.

## Premier Contract Aggregation

- Complete price activations on Premier's Supply Chain Advisor, maintain internal price activation tracking processes, and coordinate with Council Connection's vendor partners' contracts departments as necessary.
- Maintain a respectful working relationship with authorized distributor contracts departments in order to facilitate the timely and accurate loading of pricing to Council Connections member's accounts.
- On a weekly basis, update tracking spreadsheets and communicate needs for base pricing loads, pharmacy loads, and aggregated contract loads.
- Update the Sales and Service team about the status of pending pricing loads, and notify the team when they are complete.

## **General**

- Conduct research for various projects, as needed.
- Provide training and technical assistance on databases, applications and reporting tools, as needed.
- Maintain current knowledgebase of databases, applications and reporting tools.
- Follow all company policies and procedures.
- Other duties, as assigned

## **QUALIFICATIONS**

### **Skills**

Extensive computer skills and knowledge of computer software including MS Excel, Maximizer and other database programs is required. Individual should be detail oriented, accurate and proficient with numbers and have the ability to work independently

### **Education/Experience**

A Bachelor's degree in a related field is required. A minimum of two years' experience with data management and analysis, including sales and CRM data 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.

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Signature

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Date

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Employee Name (please print)