



About Us

Vimeo Link: <https://vimeo.com/701397867>

Company Website: <https://cnectgpo.com>

We are a national group purchasing organization and have been in business since 1979. We offer easy-to-implement, proactive purchasing programs to help organizations optimize their cost reduction strategies. We use our collective buying power of all our members to enhance their financial strength on products and services that they purchase every day. We are not just a GPO vendor; we're driven to help our members realize the total value proposition of building a true collaborative partnership with us. CNECT maintains a 98% membership retention rate! We shine the brightest when we are working side by side with our members to achieve their strategic objectives. With no class of trade restrictions and free membership, CNECT is the partner in savings!

Job Title: Member Engagement Manager

FLSA Status: Exempt, full-time position

Reports To: Zone Director

Direct reports: None

Why work for CNECT?

- 11 paid Holidays
- 2 Weeks paid company end of year closure
- 100% Covered Dental & Vision Coverage
- Company Paid Life Insurance \$50,000.00
- 100% Work Remote with up to 5% Travel

JOB SUMMARY

This position is responsible for the retention and revenue growth of existing CNECT membership. The Engagement Manager. The Engagement Manager onboards every new customer, navigating complex contract connections, and upselling for greater return. The Engagement Manager proactively engages their member base to ensure satisfaction and identify new product opportunities. This position works in conjunction with sales, contracts, and supplier partners to identify, sell to, and grow CNECT revenue. Actively support the mission of Health Center Partners of Southern California and the social enterprise of CNECT.

ESSENTIAL JOB FUNCTIONS

- Onboard all new members to ensure contract connectivity, resulting in increased revenue.
- Develop positive working relationships with assigned members through business knowledge in presenting and selling appropriate program-specific business solutions for members
 - Gain understanding of the content of the CNECT solutions presented
 - Utilize CNECT Top Contract Portfolio to include member offering/value and operationalizing contract connection
- Pro-actively reach out to CNECT members to remind them of CNECT value, and promote CNECT-identified solutions
- Maintain consistent contact with members to identify their business needs and present program-specific solutions (products and services) that will result in the member's business improvement.

- Obtain accounts payable list and other item level details for analysis
- Conduct business reviews to present business trends and opportunities to increase savings, expand contract utilization and penetration
- Responsible for aggregate member satisfaction scores across CNECT
- Become a member advocate: clarify, confirm and resolve member issues as required to increase member satisfaction and ward off competitive threats
- Work closely with and leverage marketing, and other sales and operations resources, to strengthen member relations leading to the identification and closure of additional program-specific opportunities
- Contribute to the success of CNECT by providing input to management on tasks, or offerings that can be best utilized by CNECT.
- Contribute to a work climate that facilitates a collaborative team environment.
- Expected 50% travel.
- Other duties, as assigned.

QUALIFICATIONS

Skills

- Effective oral and written communication skills.
- Ability to build relationships and influence a variety of audiences at all levels of the Company.
- Strong business acumen and interpersonal skills.
- Strong organizational skills, with the ability to multitask and work on multiple projects with ease and efficiency, while meeting expected deadlines.
- Identifies challenges in managing urgency of projects with the ability to communicate issues before they arise.
- Exceptional team player and able to work professionally and collegially with others, including management, in a fast-paced environment.
- Actively researches more efficient business processes to save time and costs for the Company.
- Strong analytical skills and detail-oriented.
- Dedicated to member satisfaction, with the ability to effectively engage members and potential members via phone and email.
- Strong work ethic, while remaining composed and productive under stress.
- Ability to work independently in a fast-paced, autonomous environment.
- Strong computer skills, including proficiency in Microsoft Office and technical understanding of relevant databases/programs.

Education/Experience

- Bachelor's Degree in Marketing, Business or other related field is required.
- 3+ years of B2B customer service experience is preferred.
- Knowledge of the healthcare industry 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.