

**About Us**

YouTube Link: <https://www.youtube.com/watch?v=yyznE5t_Tys>

Company Website: https://cnectgpo.com/become-a-member/is-a-gpo-right-for-us/

*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:** Operations Specialist Sales Support

**FLSA Status:** Non-exempt, full-time position

**Reports To:** Operations Manager

**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

The Operations Specialist provides operational support services for CNECT. This position, as part of a team, is primarily responsible for processing new member applications, entering data into the CRM, maintain an accurate membership roster by submitting appropriate change forms, perform audits to expand member eligibility in various contract categories, and provides customer service. In addition, the Operations Specialists acts as an internal subject matter expert to CNECT sales and service team for rostering guidelines and efficient new member enrollment processes. Expectations of this role includes collaboratively working as a team to achieve company and department annual goals. This position reports to the Operations Manager and 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, transfers and all other member related paperwork to ensure efficiency and consistency throughout all internal processes.
* Complete roster audits to verify contract eligibility for all member locations.
* Complete and submit all necessary paperwork for roster updates/changes and record the process in CRM to communicate completion to the sales and service team.
* Work directly with Premier membership services department to maintain roster accuracy
* Act as an internal subject matter expert for GPO rostering guidelines and member enrollment processes
* 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.
* Contribute to a work climate that facilitates a collaborative team environment.
* Follow all company policies and procedures.
* Other duties, as assigned.

## Qualifications

**Skills**

* Possesses business acumen and interpersonal skills.
* Exceptional team player and able to work professionally and collegially with others in a fast-paced environment.
* Develops analytical ability, organizational skills, and attention to detail.
* Ability to multitask and work on multiple projects simultaneously.
* Dedicated to member satisfaction and/or outside vendors, with the ability to effectively engage members and potential members via phone and email.
* Written and verbal communication skills.
* Strong computer skills, including proficiency in Microsoft Office and advanced proficiency in relevant databases/programs.

**Education/Experience**

* Bachelor’s Degree in business or other related field is required.
* Minimum of 1 to 2 years in a sales operations support role is preferred.
* Health care and/or nonprofit experience is preferred.

**Geographical Location, Standard Business Hours, and Travel Requirements**

* Located in the continental US no more than a 60-minute radius to a major U.S. airport.
* Business hours are generally 8:00-5:00 local time.
* A minimum of 5% travel is required for staff development purposes.

**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.
* Upon hire and annually attend HCP’s HIPAA training and sign HCP’s Confidentiality & Non-Disclosure Agreement and HIPAA Privacy Acknowledgment
* Upon hire and annually read and acknowledge understanding of HCP’s HIPAA Security Policies and Procedures
* Adhere to HCP’s HIPAA Security Policies and Procedures and report all security incidents to HCP’s Privacy & Security Officer