

**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:** Sales Support Specialist II

**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 Sales Support Specialist II provides sales support to assigned CNECT in-field sales team, ensuring efficient member enrollment and supplier contract connections. This position ensures the needs of the sales and service team, members, and supplier partners are communicated to respective parties and takes ownership of processes required to achieve desired results. The Sales Support Specialist II directs the onboarding of new members, navigates complex contract connections, provides the sales and service team with contract details to complete sales, and identifies opportunities to improve operational efficiencies. The Sales Support Specialist II proactively engages supplier partners to ensure contract connectivity, and supplier satisfaction. The Sales Support Specialist II provides recommendations to sales and service team to enhance member savings. This position utilizes operational data in conjunction with CNECT Member Engagement Managers, and supplier partners to identify new business opportunities within assigned territory to increase contract utilization and grow CNECT revenue.

## Job duties:

* For assigned territory, project manage new member enrollment process to ensure all documentation is collected and membership roster is complete with all locations to ensure contract eligibility.
* Identify and present opportunities for additional contract utilization within specific member groups or class of trades to CNECT sales and service team
* Oversee the entire loading process for clinical and non-clinical contracts and communicate contract load effective date to sales team
* Engage with supplier partners to ensure satisfaction for them and their accounts with CNECT.
* Be territory expert on operational tasks to effectively enroll new members and connect complex contracts.
	+ Process for contract connections include verifying member eligibility, collect required letter of commitment forms, supplier notification, tier pricing verification, obtaining status updates and load effective date from distributor, documenting process in CRM, and communication with sales and service team.
	+ Example- load process for committed pharmaceutical vaccines program: Member eligibility is verified on membership roster and must have a valid DEA or HIN number recorded, collect signed manufacture commitment and GPO declaration documents, and send to designated manufacture contracts team for processing. Follow up with manufacture contracts team for program enrollment and pricing effective date. Confirm with distributor that EDI price file has been received from the manufacture and pricing is visible to the member. Finally, communicate completion status to sales and service team.
* Coordinate supplier introductions for sales team and members when requested
* Facilitate in-bound requests to completion from sales team and supplier partners
* Accurately utilize the CRM for tracking sales opportunities, tasks, and business interactions
* Other duties, as assigned

## Qualifications

**Skills**

* Strong business acumen and interpersonal skills.
* Proven ability to adapt to shifting priorities while working on teams of both support and senior staff to meet project goals.
* Strong analytical skills and detail oriented.
* Exceptional organizational skills, with the ability to multitask and work on multiple projects with ease and efficiency, while meeting expected deadlines.
* Evaluates the urgency of projects and makes decisions in a dynamic and often ambiguous environment.
* Dedicated to member satisfaction, with the ability to effectively engage all parties effectively via phone and email.
* Strong verbal and written communication skills.
* Proactive in providing project status updates to manager and team members.
* Ability to work independently with minimal supervision.
* 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 preferred.
* 3 to 5 years of customer service or sales support experience preferred.
* Knowledge of the healthcare industry 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 PST.
* A minimum of 5% travel is required for staff development purposes.
* Located in PST or MST, 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.
* Use of a computer and mouse, fine manipulation

**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