



JOB DESCRIPTION

JOB TITLE:	Sales Support Specialist	COMPANY:	CNECT
REPORTS TO:	Operations Manager		
DIRECT REPORTS:	None		
STATUS:	Non-Exempt	FULL TIME	SALARY RANGE: \$54,000-\$80,000
OUTSIDE TRAVEL:	0%	SCHEDULE: 7-7/M-F	WORK CONDITIONS: Remote/Home Office

***The salary range provided is the annual base salary for California residents: \$54,000-\$80,000 depending on experience**

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 at any time, with or without advance notice, to meet the needs of the organization.

JOB SUMMARY

The Sales Support Specialist provides sales support to assigned in-field CNECT 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, resulting in desired contract connectivity. The Sales Support Specialist directs the onboarding process of new members, navigates contract connections, provides sales and service team with contract details to complete sales, and identifies opportunities to improve operational efficiencies. The Sales Support Specialist proactively engages supplier partners to ensure contract connectivity and supplier satisfaction. This position utilizes operational data in conjunction with Member Engagement Managers and supplier partners to identify new business opportunities within assigned territory to increase contract utilization and grow CNECT revenue.

ESSENTIAL JOB FUNCTIONS

- 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 opportunities for additional contract utilization within specific member groups or class of trades

- Oversee the entire loading process for clinical and non-clinical contracts and communicate contract load effective date to sales and service 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 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.
- Conduct research and provide sales and service team with contract details and connectivity requirements
- Coordinate supplier introductions for sales and service team and members when requested
- Facilitate in-bound requests to completion from sales and service team and supplier partners to reach desired results.
- Accurately utilize the CRM for tracking sales opportunities, tasks, and business interactions
- Other duties, as assigned

EXPERIENCE/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, with the ability to effectively engage members and potential members via phone and email.
- Written and verbal communication skills.
- Computer skills, including proficiency in Microsoft Office and experience with relevant databases/programs.

Education/Experience

- High School Diploma or Equivalent required.
- 1 to 3 years of customer service or sales support experience preferred.
- Knowledge of the healthcare industry is preferred.

Geographical Location, Standard Business Hours, and Travel Requirements

Sales Support Specialist
Updated: 01/11/22

- 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.
- 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

I acknowledge that I have read and understand this job description. My signature below certifies that I can 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)