

HEALTH ENTERPRISES

Position Description

POSITION Member Services Coordinator

JOB STATUS Full-time
Exempt

POSITION SUMMARY

The Member Services Coordinator oversees multiple, concurrent relationships and programs of a complex nature for new and existing HEC members & affiliates. Plays a significant role in ensuring that relationship and program requirements related to the research, vetting, contracting and execution/implementation of offerings for approved vendors associated with HEC are delivered to optimize value to the membership. Works with guidance from the Senior Member Services Coordinator(s) and Vice President while operating in a collaborative and dynamic framework. Possesses strong relationship management skills, strategic insight/critical thinking and a customer service mindset.

QUALIFICATIONS

Education & Experience: High school diplomas or equivalent, and one (1) year of experience in hospital purchasing or related field; bachelor's degree preferred. Experience with and understanding of hospital group purchasing, vendor and manufacturer relations, and hospital material management processes. Ability to work with a wide range of hospital employees. Highly competent in word processing, spreadsheet and data base programs.

Knowledge, Skills, and Abilities: Highly skilled and able to manipulate databases and spreadsheet software. Ability to assimilate and interpret large amounts of data. Experience in reading, understanding, and analyzing contracts. Under general supervision only, show appropriate initiative in identifying and following through on opportunities, problem resolution, and other customer service needs. Orientation toward customer service and ability to maintain positive public relations. Ability to communicate effectively with diverse audiences. Ability to communicate effectively on the telephone, and by email. Organized and detail-oriented. Ability to prioritize work and meet deadlines while managing multiple projects. Comfortable performing work with flexible priorities and last-minute demands. Proven respect for confidentiality. Demonstrated spirit of teamwork. Good grammar, spelling, and punctuation skills. Valid driver's license. General business acumen. Promotable. Varied travel, up to 25% of the time by air or auto. Company insurable. Advanced word processing, spreadsheet, and data skills.

Essential Functions: Must be able to lift 25 pounds, and 10 pounds on a daily basis, and to stoop, bend, and kneel. Ability to sit for extended periods of time, up to 8 hours. Ability to converse on the phone extended periods of time, up to 2 hours. Regular attendance is essential; good grooming and professional attire are required. Must demonstrate respect for confidentiality and perform all duties in a timely manner.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Vice President

Supervises: None

Works with: Hospital personnel, vendor representatives, national GPO staff, and HE personnel.

WORKING CONDITIONS

Work is performed almost exclusively indoors in a pleasant office environment. There is little chance for personal injury. This position involves frequent travel, primarily by air and automobile. Extensive use of telephone and computer.

MAJOR RESPONSIBILITIES AND DUTIES

- Identifies supply cost reduction opportunities through supply chain assessments and process improvement initiatives; facilitates contract implementation, supports product launches.
- Assists in evaluation and implementation of business partner products and services that deliver on expressed needs of members. Identifies and operationalizes business partner's value-added programs to aid in the supply chain process and improve member participation rate.
- Generates leads for new accounts and identifies targets to support recruitment strategy and member retention.
- Identifies and assists in negotiating and implementing vendor partnership opportunities that have been deemed valuable to HEc and its membership.
- Promotes vendor products and services to HEc membership. Initiates communication and interaction between vendors and members to facilitate implementation of vendors' services.
- Assists in budgeting vendor and GPO rebates and provides assistance to A/P staff for disbursement.
- Coordinates subcommittee activity for large scale projects in conjunction with Senior Member Services Coordinator(s) or Vice President.

Member and Affiliate Support:

- Assists members and affiliates in the implementation process of GPO agreements.
- Assists members and affiliates in maximizing participation in GPO agreements to maximize price, savings and commitments.
- Provides GPO-related training to hospital personnel on an as-needed basis.
- Plans roundtable agendas and attends peer roundtables to gain an understanding of priorities and subject matter.
- Coordinates agendas for member conference calls.

Developments and Maintains Professional Relationships and Knowledge:

- Maintains in depth knowledge of national and local GPO purchasing programs.
- Develops and maintains appropriate relationships with a wide range of individuals in the supplier community.
- Maintains a working knowledge of laws and regulations governing GPO's in healthcare.
- Attends national, regional, and member specific meetings as appropriate.
- Represents HEc and HEc members on national GPO committees and task forces.
- Manages time and travel commitments as needed.

Provide general support to Vice President:

- Assists Vice President in maximizing GPO participation and recruitment.
- All other duties as assigned.

Compliance:

- Adheres to all HIPAA, HITECH and HE security policies and regulations.

The above statements are intended to describe the general nature and level of work performed by employees assigned to this position. "Major Responsibilities and Duties" are intended to describe those functions that are essential to the performance of this job. "Additional Duties," if any, include those that are considered incidental or secondary to the overall purpose of the job.

This position description does not state or imply that these are the only duties and responsibilities assigned to the job. Employees in this job will be required to perform other job-related duties as requested by management. All requirements are subject to change over time. They are also subject to possible modification to reasonably accommodate individuals with a disability.

I acknowledge that I have read and understand this job description. My signature below (whether written or electronic) 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.

Member Services Coordinator

Date

Vice President

Date