

JOB DESCRIPTION: Manager of Member Services

Job Title: Manager of Member Services	Coastal Carolinas Health Alliance, Inc. (CCHA)
Original date: August 2020	Status: Exempt
Review date:	Reports to: CEO
Revised date:	

JOB SUMMARY

The Manager of Member Services will participate in the negotiation and coordination of regional purchasing contracts for our members, including the analysis of the benefits of proposed regional contracts and facilitate, coordinate implementation and communicate new contracts as well as renewals . Will assist with member team building, coordinate and follow-up on project team initiatives. Will track and report on the status of project initiatives, contract savings and value-added work activities.

PRIMARY JOB DUTIES

1. Help design, coordinate, and implement projects in support of CCHA goals and objectives to help achieve CCHA's strategic mission, vision and values.
2. Facilitate and coordinate CCHA member teams, groups or committees as assigned. Activities to include scheduling team meetings with direct interaction with, and coordination of, the team chair, setting agendas, recording of minutes and coordination of team action items as they relate to goals and initiatives. Coordinate and discuss opportunities with appropriate member teams to determine the efficacy of initiatives.
3. Work with established processes to complete research, development, and management of contracts for regional purchasing opportunities.
4. Pursue savings and value-added opportunities through the solicitation and review of regional purchasing contracts and services that enhance member efficiency and/or provide direct cost savings.

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5. Negotiate regional purchasing contracts with vendors, standardize value added proposition for each contract and where appropriate negotiate member participation agreements that support the contract terms.
6. Implement new contracts once executed utilizing standard process for marketing and communication.
7. Coordinate regional purchasing agreements and reporting with Illucient, CCHA's joint venture regional purchasing organization. Collect data, analyze and evaluate contracts to diversify and increase member ROI.
8. Manage data base on shared drive as well as Google drive to maintain proper contract portfolio. Establish annual schedule of renewals and work with SAHA to complete as assigned. Coordinate access to data bases for SAHA and members as appropriate.
9. Contribute to bi-weekly, monthly and quarterly CCHA reporting of team meetings, work-in-process, cost savings and value-added work activities.
10. Advance CCHA community outreach, education and public affairs by promoting, encouraging and identifying innovative community collaborations, projects, and opportunities. Develop local, state, and national relationships to coordinate outreach and maintain/grow member base. Thoughtful engagement with members:
 - a. Schedule and conduct site visits with members;
 - b. Make lots of calls to members to stay connected in ways they appreciate, and which encourage their involvement;
 - c. Engage members, and sometimes non-members, in relevant issues to support CCHA projects and initiatives.
11. Provide leadership and coordination of Alliance educational events including, but not limited to activities that relate to assigned teams such as Residents Reception, CARES Class, etc.
12. Ability to work a flexible schedule and be able to adjust schedule to meet position and department needs, tasks and workload.

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13. Performs other duties as identified and/or assigned.

EDUCATION / QUALIFICATION REQUIREMENTS:

1. Bachelor's required, Master's or other advanced degree in a healthcare related field a plus.
2. Experience: Minimum of two years' experience in Healthcare operations or contract services, Project Management, Community Development or related capacity.
3. Proficient with Microsoft Office products at a minimum Word, Excel, Outlook and PowerPoint with experience with Google and cloud-based processes.

SKILLS / JOB REQUIREMENTS:

1. Essential Technical/Motor Skills: Possesses the manual dexterity and skill to operate department office computers, systems and equipment with efficient and accurate typing.
2. Interpersonal Skills: Must be outgoing and comfortable working in groups and with other employees, member leaders, physicians, patients/families, vendors, and other key stakeholders. Must be positive, professional, and a team player.
3. Essential Physical Requirements: Job requires sitting, standing, or walking for long periods of time, ability to move throughout the department and member organizations, possible minor lifting (up to 10 lbs. or more).
4. Essential Cognitive Abilities: Ability to apply judgment to prioritize work, ability to understand, follow, and recall instructions, excellent analytical and global skills as well as written and verbal communication skills.
5. Essential Sensory Requirements: Ability to see, hear, and speak clearly.
6. Exposure to Hazards: None anticipated.
7. Population Served: Co-workers; Members: Employees, Managers, Directors, Senior Management, Physicians, Patients and Families, Vendors and various Community Organizations.
8. Must possess ability to write grammatically correct routine and complex business correspondence.

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9. Must possess ability to perform simple and complex math calculations including but not limited to: addition, subtraction, division, multiplication, fractions and ratios.
10. Facilitate and create a professional and positive work environment with day to day interactions and efforts with colleagues.
11. Must be able to independently organize, multi-task and prioritize day to day activities to meet target deadlines and task needs.
12. Must possess the ability to provide professional communication through means of presentation and customer service skills.
13. Ability to maintain confidentiality of CCHA and member sensitive information.
14. Ability to maintain organization of records; assist in the records retention process.
15. Must be a self-starter and have the ability to work from home and communicate effectively using internet-based conferencing.