



Job description

Title: *HPCEducationManager™ Program Coordinator / Account Rep*

Company: HPC International, Inc.

Location: Crown Point, IN (office position)

Hours: M-F standard daytime business hours

Compensation: Salary

Are you a driven, enthusiastic people-person with experience providing administrative support to physicians or healthcare executives and/or managing expense reimbursements and have great negotiating skills? If so, we want to talk to you!

HPC is looking for a highly motivated and enthusiastic individual with 3-5 years professional experience in administrative support, managing expense reimbursements, project management, account management and/or B2B (business-to-business) customer service. The Account Assistant Rep will be charged with all aspects of implementing, managing and overseeing the continued success of specific assigned *HPCEducationManager™* clients, where our goal is to save them money on all that they invest annually into the continuing education of their employees.

To learn more about our *HPCEducationManager™* service go to our website at www.hpcinternationalinc.com > Education.

What We Offer:

- Generous salary
- Multiple options for health, life, dental and vision insurances, plus both short- and long-term disability plans.
- 401k and Profit-Sharing Plan
- Generous Paid Time Off plan plus 12 annual holidays

What You'll Be Doing:

- Your primary goal will be negotiating with educational vendors and identifying other savings opportunities that benefit our **HPCEducationManager™** clients.
- Coordinate and manage the annual membership and subscription renewals, conference and CME/CE registrations and other education purchases for employees of your assigned **HPCEducationManager™** client accounts to ensure their educational expenses are paid on time and making it easier for them to request their expenses with a hassle-free process
- Negotiate with education vendors, associations, training product vendors, and all other professional development suppliers to achieve discounted pricing, group rates, and best terms.
- Identify and eliminate redundant purchases, underutilized educational resources, and other unnecessary educational spend for assigned clients. This at times will involve reviewing and analyzing usage data to recommend strategies for reducing costs, eliminating underutilization of resources, and maximizing value
- Collect, review and analyze data. Prepare reports, charts, budgets, and other presentation materials utilizing Microsoft Word, Excel, Powerpoint, and the HPC S.M.A.R.T. Hub online portal. Prepare and distribute routine reports to outline current program engagement levels and work with assigned clients to increase program engagement.

Other duties you'll be expected to support include:

- Assist with successful service implementation & continued support of new clients of our **HPCEducationManager™** service
- Assist with preparing quarterly reports (Excel/PPT) for assigned **HPCEducationManager™** client accounts to track program participation and savings achieved through HPC's service
- Attend and support monthly operational meeting and quarterly strategic business line review (BLR) meetings via Zoom/virtual conference calls or in-person, as needed, with your assigned **HPCEducationManager™** client accounts, to present to the client's leadership team updates on service performance, highlight where our program is in terms of meeting or exceeding savings and compliance goals, identify opportunities for continued improvement, and share our strategic plan for the next quarterly period.

What You'll Need to Succeed:

- Exceptional customer service spirit, extremely organized, and meticulous attention to detail

- Must possess a high degree of business acumen and professionalism and be able to correspond with people of all types of backgrounds and varying levels of experience and education
- Must be confident, friendly, extremely organized, detail-oriented, results-focused, methodical and able to multitask in a fast-paced environment with precision, a sense of urgency and minimal supervision
- Experience in negotiating with vendors to achieve better pricing and maximize ROI/benefits
- Experience managing customer/client relationships and doing administrative support tasks
- Ideal candidates will have professional work experience in the following types of past roles: administrative (executive) assistant for a C-suite executive or physician group practice, corporate buyer and/or procurement/accounting
- Must possess strong decision-making, strategic-thinking, communication and customer service skills and maintain a positive attitude with leads, customers and other team members at all times
- Looking for a candidate who possesses the vision, willingness, and personal commitment to do what it takes to get the job done and achieve savings for our clients, because they really need our help!
- Ability to manage and oversee service for assigned client accounts, including but not limited to:
 - keeping up with daily incoming correspondence (phone calls, emails and Zoom/Teams meetings) and doing proactive outbound outreach to **HPCEducationManager™** client employees and to vendors/associations on their behalf (this outreach involves weekly emails, phone calls, and Zoom/Teams/Webex webinars where you are the presenter)
 - negotiating with associations and subscription providers for better pricing and benefits;
 - tracking correspondence and savings results on every transaction you manage in HPC's online portal;
 - providing progress reports to **HPCEducationManager™** clients on an ongoing basis (monthly and quarterly) with the ultimate goal of achieving +90% program compliance and +10% net savings to each EC client you are assigned to manage

- collaborating with HPC's Booksource department when an **HPCEducationManager™** client is placing a book order (purchases of books, magazines and other publications and educational training products)
- assisting with weekly reconciliation of all paid transactions from the previous week's reporting period, to provide a full, accurate and thorough accounting of all education-related payments made within the past week for each assigned client.
- Frequent (daily) use of HPC's custom online portal platform called the HPC S.M.A.R.T. Hub, Internet research, Microsoft Word, Microsoft Excel, and Microsoft PowerPoint
- Experience writing, negotiating and/or reviewing contracts, preferred

ABOUT OUR COMPANY

Who We Are:

The best hospitals in America share a commitment to education, but it costs them. A typical health system can invest up to \$10 million annually on education. Yet, \$1 million of that is inefficient waste stemming from few controls and lack of oversight, because there's no one leader or central department with full accountability for all education-related needs of the organization.

HPC International, Inc. developed a revolutionary system for managing education spending and activity that's proven, effective, easy-to-implement, and requires no extra staff. ***HPC's Education Management System leverages all your educational spend and offers all the training products and research support you need from one source, with a turn-key administrative solution you simply drop into your operation and power on – saving you time and reducing costs by an average 10% annually.***

Our system is made of 3 components, each powered by our team of specialists and our proprietary online portal called the HPC S.M.A.R.T. Hub to deliver Sstandardization, Management, Aadministrative support, Reduced costs, and Transparency.

1. **HPCEducationManager™**
2. **HPCLibrarian™**
3. **HPCBooksourcePlus™**

Managing healthcare education can't always be your sole focus, but it's ours, and it's what we do best. Learn more at www.hpcinternationalinc.com.

HPC, the education management system for America's best hospitals.

Sounds great, right? Here's what's next –

Apply online or email your resume to careers@hpcinternationalinc.com.

HPC International, Inc. ("HPC") is a certified diverse MBE (Minority-owned Business Enterprise) and provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin,

age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. HPC complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. HPC expressly prohibits any form of unlawful employee or applicant harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of HPC's employees to perform their expected job duties is absolutely not tolerated.

All employed positions at HPC are at-will employment positions and may be terminated at the discretion of the Company.