



**HEALTH CENTER  
PARTNERS**  
of Southern California

A Family of Companies



## JOB DESCRIPTION

**JOB TITLE:** Member Engagement Manager      **STATUS:** Non-Exempt      Full-Time

**REPORTS TO:** Member Services Manager, CNECT

**DIRECT REPORTS:** None

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 to meet the needs of the organization.

## JOB SUMMARY

The Member Engagement Manager is responsible for providing exceptional customer service to members of CNECT. This position ensures CNECT members within 1- 3 years of members are actively engaged, using multiple products, and highly satisfied with CNECT. This position works in conjunction with sales, marketing, and SME's to offer innovative solutions to improve supply chain efficiencies, improve operations, and build member capacity. Member Engagement Manager duties include proactive outreach to current members with 1-3 years of membership, offering new products, understanding the members unique needs, and providing value- add solutions to address their business needs. Actively support the mission of Health Center Partners of Southern California and the social enterprise of CNECT.

## ESSENTIAL JOB FUNCTIONS

- Develop positive working relationships with assigned members through business knowledge in presenting and selling appropriate program-specific business solutions for members
  - Gain understanding of the content of the CNECT solutions presented
  - Utilize CNECT Top Contract Portfolio to include member offering/value and operationalizing contract connection
- Pro-actively reach out to CNECT members to remind them of CNECT value, and promote CNECT-identified solutions
- Maintain consistent contact with members to identify their business needs and present program-specific solutions (products and services) that will result in the member's business improvement.
- Obtain accounts payable list and other item level details for analysis
- Conduct business reviews to present business trends and opportunities to increase savings, expand contract utilization and penetration
- Responsible for aggregate member satisfaction scores across CNECT

- Become a member advocate: clarify, confirm and resolve member issues as required to increase member satisfaction and ward off competitive threats
- Work closely with and leverage marketing, and other sales and operations resources, to strengthen member relations leading to the identification and closure of additional program-specific opportunities
- Maintain accurate member information
  - Contribute to the success of CNECT by providing input to management on tasks, or offerings, that can be best utilized by CNECT.
- Contribute to a work climate that facilitates a collaborative team environment.
- Other duties, as assigned.

## **QUALIFICATIONS**

### **Skills**

The Member Engagement Manager must be committed to the vision of CNECT. A minimum of 3 years in customer service with demonstrated ability to prioritize multiple responsibilities and balance deliverables is preferred. Must be exceptionally skilled and confident in oral and written communication and have the flexibility to build relationships and influence a variety of audiences at all levels of an organization. Strong business acumen, excellent analytical and organizational skills, and sound methods for evaluating the urgency of projects with the ability to make decisions in a dynamic environment. Candidate must be an exceptional team player, detail-oriented and be dedicated to customer satisfaction. A strong work ethic and the ability to work independently in a fast-paced, autonomous environment are essential. Working knowledge of relevant software packages and computer systems is required.

### **Education/Experience**

A Bachelor's Degree in Marketing, Business or other related field is preferred. A minimum of three years of b2b customer service experience is 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.

## **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.

I acknowledge that I have read and understand this job description. My signature below 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. Additionally, I

agree to abide by the policies and procedures established by Health Center Partners of Southern California.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (please print)