



**HPS, LLC**  
**Administrative Assistant-FFE**  
**Part Time (12 hours/week)**

**Reports to:** President/CEO

**Date:** May 2017

**Furniture, Finishes, and Equipment**

The Customer Service Group in the Furniture, Finishes, and Equipment Department is responsible for providing the HPS membership with customer assistance, timely quotations, and, when necessary, problem resolution. This department also creates and maintains business partnerships with vendors that support the HPS furniture, finishes, and equipment program.

**Responsibilities:**

- Provide a pleasant customer service experience when the HPS members call the department.
- Provide a pleasant customer service experience when vendors call the department.
- Sale of furniture, finishes and equipment to the HPS membership.
- Develop sales opportunities for the HPS members.
- Follow up (on price quotes, orders, ship dates, etc) to both members and vendors.
- Communicate to vendors regarding products and problems.
- Communicate to members regarding products and problem resolutions.
- Inter-departmental communications.

**Job Duties:**

- Collect and check purchase orders.
- Mail HPS order acknowledgement to member.
- File handwritten orders.
- Check all vendor acknowledgements against orders.
- Verify that all orders have an acknowledgement and/or a ship date within one week of the order date.
- Go thru purchase order books - If ship date is past by 3 weeks, give order to CSR to follow up.
- Mail out invoices after FFE billing (2x per week).
- Follow up on quotes from CSR.
- File quotes.
- Learn Adagio system and place small orders for all Customer Service Representatives
- Act as backup for CSRs who are sick or on vacation.

**Authority:**

- Sign for packages

**Qualifications:**

- Aptitude to learn new computer systems
- Great interpersonal skills
- Great problem solving skills
- Self-motivated
- Ability to work on a team and contribute to its success
- Knowledge of Microsoft suite of office products
- Mathematical and analytical experience
- Self-Motivated, interpersonal
- Demonstrated results in a team environment

## **Company Profile**

Established in 1949, HPS is a super-regional group purchasing organization that provides competitive contracts/pricing with nationally recognized vendors on essentially all products our Members need to operate their organizations. Our Members are mainly in the health care, senior living and education fields.

Our mission is to help our Members realize their goals and financial objectives. This includes savings on cost of goods, reduced time staff needs for procurement, reduced transaction costs with prime vendor relationships, and expert knowledge on market costs and trends.

*To apply, send your resume and cover letter to [jobs@hpsnet.com](mailto:jobs@hpsnet.com).*