



JOB DESCRIPTION

Position Title	Department	Reports to
Director of Member Development	Member Development	Vice President of Member Development & Customer Relations
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	September 2022

The person who holds this position will be located within its region: Alabama, Florida, Georgia or Mississippi.

DEPARTMENT SUMMARY

The Member Development Department is responsible for developing, serving, and growing professional relationships with existing HPS Members as well as marketing the value of HPS services to prospective Members. This is accomplished through ongoing relationships and conversation with decision-makers who have a vested interest in the bottom-line health of their organization. The Member Development Department creates awareness and presents the value of both the HPS contracts, equipment dealerships and value-added services.

POSITION SUMMARY

In collaboration with the VP of Member Development & Customer Relations, the Director of Member Development is responsible for setting the strategic direction and goals for the department. Oversees the Member Development Department, measuring and monitoring performance and achievement of organizational goals.

ESSENTIAL RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Assists the development of policies, procedures, programs and the efficient operation of Member Development Department. Responsible for hiring, training, and supervising the HPS Region Managers.
- Monitors all Region Manger activities including scheduling, database management (call reporting and prospecting pipeline) and expense reports; scheduling routine joint-travel as needed.
- Assists Region Mangers with territory development and increasing Member participation.
- Determines time allocation for each Region Manager to allocate to territory service and prospecting new members in order to achieve the annual growth and net Membership goals.
- Makes personal contact with member/participant organizations as assigned to discuss the entire HPS portfolio of services including current contracts, furniture, finishes and equipment program, and interior design services.
- Presents the HPS group purchasing program to prospective Members/participants and identify areas of immediate cost containment.
- Meets with vendor partners on a routine basis for develop interdependent relationships.
- Attends association meeting to further the industry knowledge of the HPS Membership.

- Assists the Vice President of Member Development in all phases of HPS Member Development activities.
- Performs relevant analysis with Region Manager of regional territory, competition, prospects, and Members.
- Understands the value of the HPS program and services offered to our Membership by class of trade. Brings forth to the management team ideas that align with the market trends to increase the value of the HPS Membership in order for the service to remain relevant.
- Maintains vendor relationships in territory to create partnerships and long-term success. Meets with strategic partners, maintains a routine method of communication no less than bi-monthly.
- Improves communication between HPS Member/participants and HPS staff.
- Understands the association and conference relationships viable for HPS by territory.
- Travels as needed.
- Other duties and special projects as assigned.

LEVEL OF AUTHORITY:

- Determines the annual dues for Members/participants.
- Determines if an interested facility is eligible for HPS Membership.
- Determines methods to best service the HPS Membership facilities.
- Reviews prospective Member evaluations to determine if the HPS Membership is a viable option of cost savings for the facility.
- Provides the HPS Members/participants with their savings analysis.

EDUCATION & EXPERIENCE

- Bachelor's degree required. Focus in marketing or related business studies preferred.
- 5 + years of experience in healthcare and public service/marketing, knowledge of purchasing and/or purchasing functions of various levels in health care, service organizations, and governmental entities.
- Proficient in Microsoft Office Suite.

COMPETENCIES

- **LEADERSHIP:** Ability to motivate and guide others to ensure performance in accordance with clear expectations and goals; providing timely guidance and feedback.
- **COMMUNICATION:** Ability to effectively receive and express ideas, both written and verbal; using clear and concise vocabulary and active listening skills.
- **PROBLEM SOLVING:** Ability to recognize courses of action to handle problems, gathering and organizing information, identifying cause and effect relationships, and applying contingency plans to solve those problems.
- **PLANNING AND ORGANIZING:** Ability to set priorities and allocate resources properly in order to effectively achieve work responsibilities and objectives.
- **MOTIVATION:** Ability to inspire and encourage others to reach a goal; maintaining high level of productivity and self-direction.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Average Daily Physical Requirements	Frequency
Work in stationary position	Frequent
Move about work area	Occasional
Use hands/fingers to handle or feel	Frequent
Reach with hands and arms	Occasional
Climb (stairs/ladders) or balance	Never
Bend, stoop, kneel, crouch, or crawl	Never
Communicate with others	Frequent
Move objects up to 30 pounds	Occasional
Visual acuity	Frequent
Read and understand written word	Frequent
Drive or travel	Frequent
Operate computer and general office machines	Frequent
Operate machines or material handling equipment	Never
Work Environment	Office Setting

NOTE

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. HPS reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon HPS' at-will employment status.