



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 offers a B2B solution called **MyHPC**EducationConcierge that helps businesses and healthcare organizations centrally manage and save money on everything they and their employees purchase throughout the year related to education, conferences and associations – much like a corporate travel agency centralized and manages an organization’s travel expenses. HPC’s education solution uncovers inefficiencies, savings opportunities, and opportunities for process improvement on annual purchases of professional association memberships, institutional memberships, corporate subscriptions, continuing education (CME/CE) and conferences.

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 EducationConcierge Account Rep will be charged with all aspects of implementing, managing and overseeing the continued success of the service for assigned accounts, always with a minimum goal of achieving a 20% (or more!) overall reduction for each assigned client. And your earnings potential in this role is uncapped – the more you and the rest of the EducationConcierge team save our clients, the more you all earn!

More detail on our EducationConcierge service can be found on our website at [www.hpcinternationalinc.com](http://www.hpcinternationalinc.com) > **Education.**

#### **What We Offer:**

- Generous base salary plus quarterly bonus potential based on how much you save our clients!
- Great health insurance – company pays 77% of your premium for medical, and 100% of your premium for dental, vision, and disability insurance!
- Simple IRA with company match
- Generous Paid Time Off plan plus 12 annual holidays

#### **What You’ll Be Doing:**

- Oversee a successful service implementation with new clients of our EducationConcierge service
- Prepare quarterly reports (Excel/PPT) for assigned EDUCATIONCONCIERGE client accounts to track program participation and savings achieved through HPC’s service
- Coordinate and manage the annual membership and subscription renewals, conference and CME/CE registrations and other education purchases for employees of your assigned EDUCATIONCONCIERGE 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
- Work to identify and eliminate any duplication of purchases in the area of education and any unnecessary spending
- Review and analyze usage data to recommend strategies for reducing costs and maximizing value

- Attend quarterly meetings via telephonic conference calls or in-person, as needed, with your assigned EDUCATIONCONCIERGE client accounts to review HPC's service performance, and prepare and send assigned accounts their quarterly progress reports noting program participation and savings results achieved to date
- Negotiate with association vendors to eliminate duplication of purchases uncovered and to achieve significant cost reduction in what clients are spending with those professional associations

### **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
- 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 to 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:
  - conducting daily correspondence and outreach to EDUCATIONCONCIERGE clients, their staff members and to associations on their behalf;
  - negotiating with associations and subscription providers for better pricing and benefits;
  - tracking correspondence and savings results on every transaction you manage;
  - providing progress reports to EDUCATIONCONCIERGE clients on an ongoing basis (typically quarterly) with the ultimate goal of achieving a minimum +20% overall reduction in annual spend for each client
  - collaborating with HPC's Booksource department when an EDUCATIONCONCIERGE client is placing a book order (purchases of books, magazines and other publications)
- Frequent (daily) use of Microsoft Excel, Internet research, Salesforce, Microsoft Word, Microsoft Powerpoint
- Experience writing, negotiating and/or reviewing contracts, preferred

**This job description is a general overview of the position and does not include every task and responsibility that the EducationConcierge Account Representative position may entail. The Account Rep will be expected to perform other related duties as assigned by a supervisor.**

### **Who We Are:**

Founded in 1996, HPC is the partner that companies and healthcare organizations turn to for all their book & e-Book needs this would include medical coding books, patient education materials, study materials, nursing & pharmacy guides, magazines, any book an organization would need HPC can get. HPC is a vetted supplier with national Group Purchasing Organizations (GPO's) – including HealthTrust, Vizient (formerly Novation + MedAssets) and Premier – which provide access to trusted vendors like HPC for thousands of hospitals, health systems, IDN's, clinics, physicians, K-12

schools, universities and corporations across the U.S. HPC is the preferred supplier partner on these contracts for books/publications, library services and education/concierge services.

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

Apply online, email your resume to [klee@talentrust.com](mailto:klee@talentrust.com), or text "HPC Sales" plus your name to 720-734-6614

*HPC – Hilton Publishing, 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.*