



Are you a driven, enthusiastic professional with experience managing teams to grow business? If so, we want to talk to you!

Our Operations Manager will oversee, motivate and inspire employees in three of HPC's divisions; our book resale division, our association conference division and our business development division. This position is located in our Crown Point, IN. office.

More detail on each of our services can be found on our website at www.hpcinternationalinc.com.

What We Offer:

- Generous base salary plus bonus based on growth
- 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:

Create Alignment and Accountability

Establishes clear goals that align with divisions goals and organization's goals; ensures synergies between people, processes, and strategies to drive flawless execution of business objectives.

- Establish performance objectives, track performance, and evaluate progress toward division and organizational goals.
- Build a cohesive work team by clarifying accountabilities, involving the team in decisions, and providing resources to execute business strategies.

Engage Employees

Creates a work environment in which employees become compelled to commit to their division and its bottom line and feel pride and job ownership.

- Build employee trust and engagement by being honest and consistent, keeping commitments, exchanging ideas openly, and providing support.
- Delegate decision-making authority and task responsibility to employees to maximize their job ownership and commitment to outcomes.
- Provide timely guidance and feedback to help others excel so they become more committed to their jobs and the organization.

Create a Customer Service Culture

Lead the implementation of new processes, activities and culture that enhances the customer experience; ensures that associates live a customer focused culture day to day.

- Make customer satisfaction the primary focus when implementing new processes, activities and culture.
- Encourage the implementation and acceptance of new, customer focused processes, activities and culture.
- Set high standards and accountability for customer satisfaction.

Drive Performance

Gets results personally and from teams; sets performance expectations and hold people accountable for getting results.

- Provide timely guidance and feedback to help others excel
- Establish performance objectives and development plans, track performance, and evaluate progress toward goals.
- Work tenaciously toward stretch goals for personal and team's performance.

Finance, Product & Industry Knowledge

Understands and can appropriately apply knowledge of product and service offerings.

- Demonstrate in-depth knowledge of product and service offerings.
- Understand billing processes and assist when necessary in account receivable collections.
- Demonstrate knowledge of the healthcare industry, including an understanding of hospital operations.
- Recognizes professional trends and business situations that present opportunities.

Continuous Improvement

Emphasis on constantly improving processes, products, and services and exploring innovative ways to do the job.

Willingness to consider change and to adapt.

- Encouraging exploration of process, product, or service improvement.
- Examining creative and diverse solutions to work issues.
- Maintaining an open, flexible environment, being receptive to change.
- Leads and supports continuous improvement initiatives.

Participative Management

Encouragement of an environment in which individuals have a sense of ownership and influence over their work.

- Giving task responsibility to individuals.
- Allowing individuals to make decision about their work.
- Ability to perform in a fast-paced environment.
- Ability to maintain communication with other departments within organization.
- Willingness to strive for constant improvement of division efficiencies.
- Excellent communication skills, both written and verbal.
- Provides leadership, planning and direction to ensure business objectives and financial goals are achieved.
- Proactively supports customer on-site service.
- Holds self and team accountable for timely completion of assignments and achieving expected results.
- Understands and uses effective conflict resolution skills, e.g., identifies and resolves customer and staff concerns, discrepancies and disagreements
- Promotes communication among team members to create visibility for internal staff and customers.
- Makes sound and timely decisions.
- Gain knowledge to be proficient in systems.
- Assist with recruitments, training and developing employees. Provides cross and lateral training, emphasizing continuous improvement and teamwork, and providing on-going feedback with focused action steps for areas of improvement.
- Understand and performs audits and periodic internal reviews to ensure proper business management practices are followed.
- Demonstrates the leadership to inspire others by modeling a positive commitment to the business, peers, other departments, direct reports, and clients.
- Time management and organizational skills.

What You'll Need to Succeed:

- 3-5 years management experience
- Prefer healthcare, hospital industry experience.
- Bachelor's degree preferred or equivalent work experience
- Business and financial expertise to assist with contracts and account margins
- Budget experience preferred
- Proficient in Microsoft Office products, Excel, Word, PowerPoint, Outlook.
- Analytical: Must be able to create and understand extensive spreadsheets with formula's, pivot tables and graphs.
- Creative: Must be able to work with marketing to develop promotions for the divisions you oversee
- Willingness to work flexible hours including evenings when necessary.
- Travel up to 10-15% for customer implementations, customer visits and conferences.
- Valid driver's license

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 and/or send your resume to careers@hpcinternationalinc.com.