



Choice. Support. Results.

Director, Member Support – Vancouver, BC

HealthPRO Procurement Services Inc. is Canada's largest Group Purchasing Organization, created to aggregate volumes and negotiate contracts on behalf of hospital shareholders. HealthPRO offers services in Medical/Surgical, Pharmacy, Food, Special Services and Energy.

HealthPRO Procurement Services Inc. provides a comprehensive salary and benefits package including enrollment in the Hospitals of Ontario Pension Plan (HOOPP).

Position Description

HealthPRO Procurement Services Inc. requires a dynamic leader with proven supply chain and project management skills to join our Member Support team. You are a resourceful strategic thinker with influencing skills and presence. Your primary responsibility is to manage the relationship with the Shared Service Organization and support the transition of Health Authority sites onto HealthPRO contracts. This is an exciting offer for a skilled management professional with healthcare, project management and procurement experience. We require a Director, Member Support to be located in Vancouver, BC.

You will work with our member hospitals in a project management role as they transition to participation in HealthPRO contracts. This includes identifying HealthPRO contract opportunities, coordinating HealthPRO resources to support the hospital's contract requirements, responding to implementation concerns/questions, working with the Shared Service Organization to achieve financial benefits through contract implementation and coordinate implementation support from our suppliers.

Responsibilities:

- Working with the Vice President, Member Support, you will be responsible for managing the relationship with the member sites. This includes:
 - implementation and on-going management process with key hospital stakeholders for contracts within the total HealthPRO portfolio.
 - strategic analysis of customers' needs, identification of contract requirements, implementation and management of HealthPRO contracts
- Lead implementation of new member sites following a Project Management methodology (project plan, defined communication processes)
- Coordinate HealthPRO resource activities within the hospital member sites
- Coordinate activities with contracted suppliers as required – trials, samples, savings quantification
- Provide follow-up with customers to ensure high service levels are maintained
- Manage supplier relationships to ensure successful implementation of contracts



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Qualifications:

Candidates should have experience in procurement, project management and have a working knowledge of the Canadian health care system. Current or previous experience in a hospital setting as well as within a business environment is preferred. Previous supply chain experience would be considered an asset for this position as would experience in project management. Travel within Canada will be a component of this position.

- Exceptional customer service skills
- Strategic and organizational leadership
- Minimum 3-5 years progressive Procurement/Supply Chain experience
- Excellent written and verbal communication, including presentation experience
- Strong financial, business acumen and analytical skills
- Demonstrated strong Project Management skills
- Professional designation is preferred (e.g. APICS CPIM, CPP, etc.)
- Proficient use of Excel, Word, MS Project and PowerPoint
- Ability and willingness to travel within BC and nationally on occasion

How to apply

Please send your resume to Vice President, Member Support to lscott@healthprocanada.com.

While all resumes that are submitted are appreciated, we will only be contacting those who meet our qualifications.