



Job Title: Donor Specialist

Status: Full Time Hourly, Non-Exempt

Salary Range: \$37,440 – \$50,800

In an effort to increase equity, The Milk Bank lists salary ranges. Most new hires begin at an entry salary level. As salary negotiations tend to have an unfair bias, the organization does not participate in negotiations outside of this range. Ranges are reviewed bi-annually and benchmarked against regional salary surveys as well as the living wage indicators. Salary is one element of a robust compensation philosophy.

Organization/Position Summary:

The Milk Bank (TMB) is a non-profit human milk bank dedicated to combatting infant mortality. TMB provides pasteurized donor human milk for premature and ill infants across the Midwest via Neonatal Intensive Care Units (NICUs), hospital inpatient units, and outpatient programs. The Milk Bank strives to ensure that every child has access to safe, lifesaving human milk and is committed to helping more infants celebrate their first birthday.

Under the supervision of the Director of Milk Donor Services and as a member of the donor services team, this position provides direct service and support to milk donors in a core case management capacity.

Essential Duties and Responsibilities:

- Accountable to achieving or exceeding process targets for milk donor screening, approval, follow up, and general support and education. Responsibilities will be divided with role differentiation among donor services staff for certain aspects of the donor support processes.
- Cultivates positive relationships with potential and approved milk donors, providing excellent customer service via phone, email, and occasionally in-person interactions.
- Responds to inquiries regarding the milk donation process and provides information to potential donors and to the community.
- Coordinates and counsels milk donors through the screening process following TMB policy and HMBANA national safety standards, in accordance with confidentiality policies.
- Maintains accurate, ongoing, and organized documentation, including timely clinical charting and data entry.
- Communicates sensitively with all milk donor applicants as they share their medical histories and lifestyles and is especially empathetic with grieving milk donors following the loss of a baby.
- Liaises with health care providers to ensure timely and accurate completion of donor medical release forms.
- As needed, represents TMB at outreach or donor events and presents information on TMB programs and services in a professional manner.

Required Professional Characteristics:

- Demonstrated commitment to equity and inclusion efforts including attention to combatting health disparities.
- Demonstrated excellent customer service skills, including professional and timely communication with clients and external partners via phone and electronic communication platforms.
- Detail-oriented for accurate completion of repetitive yet critical data entry tasks.
- Ability to use active listening and customer service skills to foster trusted relationships through a client-centered approach.
- A positive and growth-oriented mindset, viewing challenges as opportunities for learning and development.
- Strong organizational and multitasking skills, with ability to use critical thinking to prioritize and respond to donor correspondence while maintaining high service quality and positive relationships.
- Ability for effective case management coordination, ensuring seamless communication among internal teams and external stakeholders.
- Organize, track, and maintain accurate data in multiple systems/formats.
- Handles competing priorities while consistently meeting deadlines.
- Ability to work independently while contributing to a collaborative team environment.
- Excellent time management skills and superb work ethic.
- Ability to problem solve, while seeking solutions for program improvement.
- Actively seeks to give and receive constructive feedback.
- Adaptable and flexible in supporting departmental and organizational needs as required.

Experience and Education:

- Associate degree preferred or similar combination of education and experience.
- Experience in case management or care coordination and data entry.
- Must be proficient in basic computer literacy, including Excel and Google Sheets, and willing to learn new technology.
- Experience in a human services field such as healthcare, social work, counseling, or education is desired.
- Preferred qualifications (not required): Bachelor's Degree, Certification in a health science field, Spanish language fluency.

The Milk Bank Values and Culture:

The Milk Bank is a small team that strives for high levels of collaboration while maintaining clear role definitions and accountability. Successful team members value self-awareness, a problem-solving orientation, comfort with clear feedback and direct communication, the ability to manage change, a priority on equity, and a strong customer service mindset.