Milk Donor Program Assistant (part-time)

Position
Mothers’ Milk Bank at Austin (MMBA) is a nonprofit founded in 1999 to save the lives of babies through the dispensing of prescribed, pasteurized donor breast milk. MMBA has many active programs, including a milk processing lab, a recipient family and hospital community, volunteers, milk donors and ambassadors, community education initiatives, and more.

This part-time position supports the Milk Donor Program and reports to the Donor Team Lead. The person in this position is responsible for shepherding new moms through the 4-step process of becoming an approved milk donor, including a phone screening and completion of their paperwork. This person contributes to having an efficient, effective, and organized workplace, and makes every donor with whom they speak feel valued and supported.

Responsibilities
● Demonstrate professional communication by phone and email with donors and the public, facilitating trust and collaboration
● Accurately complete both electronic and paper donor files
● Organize, track and maintain accurate data via Excel, Timeless Medical Systems database and Google Sheets
● Contact all prospective milk donors within 24 hours of their contact with the milk bank, working with other Program team members to ensure that no mom slips through the cracks
● Prompt prospective donors for missing paperwork or bloodwork
● Initiate and maintain accurate paper and database donor records
● Assist with other mission-related activities as needed

Key Qualifications
● Strong organizational and communication skills, proficient ability to maintain accurate records
● Very comfortable talking on the phone and composing professional correspondence
● Great customer service skills and respect for donor confidentiality
● Strong critical thinking skills and detail oriented with the ability to prioritize tasks according to importance
● Comfortable with computers, including familiarity with Microsoft Office and Google Suite
● Ability to work mostly independently, with some team collaboration
● Strong work ethic and commitment to deadlines without requiring micro-management

Salary and Benefits
Start date: ASAP
Hours: Part-time, hours to be filled in the Austin office between 9am-5pm Mon-Fri.
Salary range: $17/hour
To apply: Send your résumé to miranda@milkbank.org. No hand deliveries please. We will accept résumés until the position is filled.