

Milk Donor Program Assistant

Position

Mothers' Milk Bank Austin (MMBA) is a nonprofit founded in 1999 to save the lives of babies through the dispensing of prescribed, pasteurized donor human 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 Milk Donor Team Lead. The person in this position is responsible primarily for supporting our milk donors in getting their milk into our building while maintaining active electronic records of donors' health status. This is done by communicating with 300+ milk donors monthly, keeping our records updated and in compliance with regulations. Other responsibilities will flex over time, and include conducting safety screenings of potential milk donors, communicating with healthcare providers, and other tasks supporting the milk donors' experience. This person contributes to having an efficient, effective, and organized workplace, and makes every mom they speak with feel valued and supported.

Do people tell you that you make them feel heard, understood, and appreciated? Do you thrive in a busy, professional environment? Looking for a mission-based job you can feel good about? Then this role is for you.

Responsibilities

- Demonstrate professional and encouraging communication by phone, email, and snail-mail with moms, facilitating trust and providing support
- Keep 2,000+ electronic donor files accurate and up to date at all times
- Assist with screening prospective milk donors, working with other team members to ensure that no mom slips through the cracks
- Build positive relationships with milk donors, looking for opportunities to provide support and encouraging donors to advocate on behalf of the milk bank in their own communities
- Make judgement calls in the moment to support donors, mitigate crises, and protect milk bank interests
- Communicate sensitively with bereaved donors following the loss of a baby
- Organize, track and maintain data via Excel, Timeless Medical Systems database, SurveyMonkey, and Google Sheets
- Assist with other mission-related activities as needed

Key Qualifications

- Strong organizational and written and verbal communication skills
- Very comfortable talking on the phone
- Excellent customer service skills
- Detail oriented with the ability to multitask, prioritize, and promptly respond to unexpected calls and emails throughout the day
- Comfortable with computers, including familiarity with Microsoft Office and Google Suite
- Ability to work mostly independently, while contributing to a positive and collaborative team environment
- Strong work ethic and commitment to deadlines without requiring micro-management
- Spanish language proficiency a plus

Salary and Benefits

Start date: as soon as September 14, 2020

Hours: This is a job-share with another part-time employee. Your hours will be 20 per week on an alternate schedule to the other employee. Hours will be between 9am-5pm Monday through Friday.

Location: This job occurs in our office at 5925 Dillard Circle. You'll share a private office, equipment, and responsibilities with the other part-time employee, but won't be in the office at the same time.

Compensation: \$17/hour

Benefits: No health insurance or earned PTO is available for part-time employees. Company holidays will be paid for the hours you would have worked.