



The [Minnesota Milk Bank for Babies](#) (MMBB), a nonprofit organization, collects, processes, and dispenses pasteurized donor human milk to premature and medically vulnerable infants. The mission of MMBB is to improve health outcomes of babies in Minnesota and surrounding states by ensuring that medically fragile infants have access to safe and nutritional donor human milk when mother's milk is unavailable or in low supply.

**Date:** November 10, 2023

**Position Title:** Logistics and Communications Coordinator

**Hours:** Part-time or full-time – 32hrs to 40hrs/wk. On-site.

**Location:** Golden Valley, MN with probable move to Roseville, MN in early 2024.

**Reports to:** Executive Director

**Description:** the Logistics and Communication Coordinator works collaboratively across the organization. This position involves administrative and communications duties. Logistics duties include working with the Depot Coordinator to facilitate donor milk transfers to the milk bank and the Office Coordinator with donor milk orders to hospitals, distributions sites, and other recipients. Communication duties include marketing materials, website updates, database management, and volunteer coordination. The ideal candidate is a strong communicator who is detail-oriented, accurate, collaborative, self-motivated, with strong verbal and written skills, and able to manage multiple projects with various deadlines.

**Responsibilities:**

Logistics Coordinator – 70%

- Ensures a good donor experience by facilitating prompt donor milk transfers to the milk bank.
- Collaborates with the Depot Coordinator and Donor Coordinators to arrange greater Minnesota milk transfers to the milk bank by communicating directly with donors, Angel Flight Central pilots, volunteer couriers, and FedEx.
- Addresses any issues with milk transfers when weather, changes to schedules, or other circumstances arise.
- Supports the Office Coordinator with accurately processing orders for donor milk to hospitals, distribution sites, and to outpatients as needed.
- Fulfills donors' requests for supplies, shipping materials, and instructions for sending their milk to the milk bank while maintaining food safety standards.
- Complies with policies related to food safety to ensure donor milk reaches its destination in the appropriate timeframe.
- Accurately receives and logs incoming donor milk and supplies arriving at the milk bank.
- Assists as needed with packing donor milk for shipment to ensure safe arrival of frozen donor milk products to the hospital or distribution site.
- Assists with transfers as needed by picking up milk from metro area depots.
- Assists Office Coordinator with volunteer recruitment and orientation.

Communications Coordinator – 25%

- Works with the Executive Director to strategize and plan what type of content to create, post, or distribute.
- Develops, organizes, and maintains databases of contacts with milk donors, financial supporters, and volunteers using MMBB's databases and a CRM platform.
- Assists Office Coordinator and Depot Coordinator with volunteers by communicating about upcoming opportunities as well as recognizing and thanking volunteers annually.
- Writes and edits content and stories for the website, social media, newsletters, and news media outlets.
- Creates content for regularly scheduled e-newsletters and social media posts about milk bank activities and updates.

- Creates or edits flyers or posts for events, instructions for donors or recipients, and marketing materials that are translatable into multiple languages.
- Connects and follows-up with milk donors to obtain their stories, photos, and quotes to share for the newsletter, education materials, and social media content.
- Organizes images, graphics, and videos used in all communications platforms

#### Other Duties/Responsibilities – 5%

- Works in tandem with other MMBB staff members; assists with daily tasks as requested.
- Respects and adheres to policies regarding private donor and recipient information.
- Other duties as assigned.

*Employees are held accountable for all duties of this job*

#### Qualifications:

- Strong attention to detail, procedures, and branding standards.
- High accuracy in data entry skills.
- Demonstrates strong oral, written, and customer service communications skills.
- Maintains confidentiality of donors' information in compliance with HIPAA.
- Comfort in communicating with diverse populations and client types such as hospitals, donors, and outpatient recipients.
- Knowledge of Office 365 products, SharePoint, E-mail Marketing platforms, and Graphic Design software (Canva).
- Ability to learn and use a customized database and customer relationship management (CRM) platform.
- Experience with communications, media, and project tracking tools.
- Experience managing and creating content for website, e-newsletter, social media platforms.
- Strong organizational skills and demonstrated ability to meet deadlines.
- The ability to solve problems and work independently.
- Able to stay on task and finish responsibilities in a timely manner.
- Ability to work both independently and as a member of a team.

#### Education and Experience

- Associate degree minimum, bachelor's degree preferred.
- 2+ years administrative/logistics experience.
- 2+ years communications experience.

#### Working Environment

- Small, independent non-profit in its fourth year of operation.
- Busy environment that is team-based with staff cross-trained to perform multiple duties.
- Monday to Friday work required on site.
- Potential for job growth and cross-training in other areas of operations.

#### Physical Activities

- Able to stand and move adeptly during course of day.
- Able to lift up to 40lbs.
- Position may require contact with cleaning chemicals.
- Has reliable transportation to assist with donor milk transfers as needed.

#### Hours and Benefits:

Part-time or full-time 32-40hrs/week. Monday – Friday, 8:00am-4:30pm.

Paid time off, paid holidays, health & wellness stipend, health insurance available. Closed weekends and major holidays.

**Note:** *This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.*

Apply at MMBB's [Indeed.com](https://www.indeed.com) page. Submit resume and 2-3 references, one of which should be a manager, supervisor, or instructor. Skills test in Indeed.com to complete for data entry and customer service. Background check will be conducted for those who work for the milk bank. Position will remain open until a suitable candidate is hired.