



The [Minnesota Milk Bank for Babies](https://www.mnmilkbank.org/) (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:** January 1, 2024

**Position Title:** Operations and Client Relations Coordinator

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

**Location:** Golden Valley, MN. Moving to Roseville, MN in early 2024.

**Reports to:** Executive Director

**Description:** The Operations and Client Relations Coordinator works collaboratively across the organization. This position involves ensuring excellent client service for milk donors, and for hospitals and distribution sites. Operations duties include working with the Depot Coordinator to facilitate donor milk transfers to the milk bank and the Office Coordinator with orders to hospitals and distributions sites. Client relations duties include communicating with donors and purchasers at hospitals and distribution sites, maintaining databases, posting social media and website content, and assisting with 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:**

Operations – 70%

- Ensures an excellent 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 by 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.

Client Relations – 25%

- Works with the Executive Director to plan content to 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.

2525 Nevada Ave. N, Suite 304 | Golden Valley, MN 55427 | 763-546-8051 | [mnmilkbank.org](https://www.mnmilkbank.org)

*Our mission is to improve infant health outcomes by ensuring that medically vulnerable babies in Minnesota and the Upper Midwest to have access to safely pasteurized life-giving donor human milk when mother's milk is unavailable or in low supply.*

- Assists Office Coordinator and Depot Coordinator with volunteers by communicating about upcoming opportunities as well as recognizing and thanking volunteers annually.
- Writes, edits, or updates content for the website, social media, newsletters, and partner alerts.
- Creates or edits flyers and 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, website, and social media content.

#### Other Duties – 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, policies, and procedures.
- High accuracy in data entry skills.
- Demonstrates strong verbal, 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, OneDrive, E-mail Marketing platforms, and Graphic Design software (Canva). QuickBooks Online preferred.
- 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 a WordPress website, e-newsletter, social media platforms.
- Strong organizational skills and demonstrated ability to meet deadlines.
- 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

- High School/GED with work experience. Associate or bachelor's degree preferred.
- 2+ years operations/logistics experience.
- 2+ years communications experience including social media and website experience.

#### Working Environment

- Small, independent non-profit in its fourth year of operation.
- Moving to a larger location to allow for growth in production and distribution capacity.
- 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.

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Paid time off, paid holidays, health & wellness stipend, health, disability, and life insurance. 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.

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