



The [Minnesota Milk Bank for Babies](https://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:** April 29, 2025

**Position Title:** Operations and Logistics Coordinator.

**Hours:** Full-time, 40hrs/wk. Hourly, non-exempt employee. Start date of June 16, 2025.

**Location:** 2833 Fairview Ave N., Roseville, MN 55113. On-site only.

**Reports to:** Executive Director

**Description:** The Operations and Logistics Coordinator works collaboratively across the organization. This position involves ensuring excellent client experience for hospitals, distribution sites, milk donors and recipients. Logistic duties include working with the Depot Coordinators to facilitate donor milk transfers to the milk bank and the Office Coordinator with orders to hospitals, distributions sites, and outpatients. Assists in Production areas with milk processing and order fulfillment as time allows. The position requires clear and effective communication with purchasers and staff at hospitals and distribution sites, milk donors and recipients, and volunteers. 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 & Logistics – 90-95%

- Accurately process donor milk orders to hospitals and distribution sites.
- Communicate with clients about closures, updates, and issues related to product delivery.
- Assist with processing outpatient donor milk orders at the Roseville site.
- Assist Office Coordinator with invoicing orders in QuickBooks Online.
- Ensures an excellent donor experience by facilitating prompt donor milk transfers to the milk bank.
- Collaborate with staff, coordinators, and couriers to arrange greater Minnesota milk transfers to the milk bank by communicating directly with donors, couriers, and FedEx.
- Address any issues with milk transfers when weather, changes to schedules, or other circumstances arise.
- Fulfill 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.
- Document delivery of orders and address any transport issues that may arise.
- Accurately receive and log incoming donor milk and supplies arriving at the milk bank.
- Assist as needed with packing donor milk for shipment to ensure safe arrival of frozen donor milk products to the hospital or distribution site.
- Assist with transfers as needed by picking up milk from metro area depots.

Other Duties – 5-10%

- Assists in Production with tasks such as sorting raw milk, cleaning, and sanitation.

2833 Fairview Ave N | Roseville, MN 55113 | 763-546-8051 | [mnmilkbank.org](https://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 as needed with transporting milk using company vehicle. If personal vehicle is used, mileage reimbursement provided.
- 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, MSExcel in particular, QuickBooks Online, SharePoint, OneDrive.
- Ability to learn and use a customized database.
- 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.
- Valid driver's license and proof of auto insurance

#### **Education and Experience**

- High School/GED with work experience. Associate or bachelor's degree preferred.
- 2+ years operations/logistics experience.
- Food safety certification.
- Familiarity with or knowledge about lactation preferred.

#### **Working Environment**

- Small, independent non-profit in its sixth year of operation.
- Busy environment that is team-based with staff cross-trained to perform multiple duties.
- Monday to Friday work required on site.
- 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.

#### **Hours and Benefits:**

Full-time, 40hrs/week, hourly, non-exempt. Monday – Friday, 8:00am-5:00pm.

Paid time off, paid holidays, 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.mmbb.org) page. Submit resume and 2-3 references, one of which should be a manager, supervisor, or instructor. Skills test may be given for data entry accuracy. 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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