



Job Title: Biomedical Tissue Coordinator, Fulfillment

SALARY - \$20.98/HOUR

Email Resumes: jobs@ndriresource.org

Summary

The NDRI Fulfillment department is a 24/7/365 in-bound coordination call center. We coordinate the recovery and shipment of human biospecimens from authorized donors for NDRI approved research protocols. This includes verification of donor consent/authorization, donor screening, biospecimen shipping and data entry into NDRI's database.

Reporting to the Shift Manager, Fulfillment the Coordinator functions as a liaison between referring sources and NDRI's researchers/customers in a busy 24/7 in-bound call center. The Coordinator will work quickly and effectively to collect and intake donor information and medical history when presented, and then communicate this information to NDRI's client base of biomedical researchers in order to distribute human organs and tissues that meet their research needs. The Coordinator is responsible for maintaining detailed records in compliance with NDRI's Quality Assurance policies and procedures. He/she is expected to represent NDRI professionally when evaluating and documenting potential donor referrals and to develop strong working relationships with its partners. These activities are essential to maintaining key stakeholder relationships. This position is an excellent opportunity for candidates interested in the biomedical research and healthcare industries.

This position is scheduled to work on a rotating schedule (minimum 36 hours per week) with shift managers and coordinators Monday through Sunday, 24/7/365, including weekends and holidays. Weekend and holidays are remote.

Additionally, this position is designated as **Essential Personnel** in the event that an emergency, severe weather, natural disaster, fire, or related hazard occurs. Under these circumstances, only employees in positions that have been designated as Essential Personnel report to and/or continue working when NDRI determines to continue operations with limited staff.

Essential Functions

1. Functions as liaison between NDRI's client base of researchers and tissue sources to identify and match protocol requirements to donor referrals.
2. Communicates effectively and timely with internal and external partners, including transplant coordinators, tissue recovery specialists, medical professionals, and researchers to ensure prompt decision making on part of all involved stakeholders.
3. Works collaboratively with tissue recovery organizations to collect donor records, charts or other social/medical information in a timely manner so that organ/tissue referrals can be matched and distributed.

Position Type and Expected Hours of Work

This position is scheduled to work on a rotating schedule (minimum 36 hours per week) with shift managers and coordinators Monday through Sunday, 24/7/365, including weekends and holidays. **Weekend and holidays are remote.**

Required Education and Experience

1. Bachelor's degree in a life science discipline or equivalent. A minimum of 1 year work experience in a healthcare setting preferred.
2. Proficiency in the use of computer equipment and software, including but not limited to, Windows environment (Word, Excel, Outlook, Sharepoint- Basic to Intermediate skills) required.
3. Can read and understand medical terminology in patient charts; demonstrated understanding of human anatomy.

Skills

1. Ability to work effectively in a team setting.
 2. Strong and effective interpersonal skills, ability to communicate effectively with organ procurement organizations, tissue banks, hospitals, customers/researchers and occasionally donor families
 3. The coordinator will occasionally have to deal with death and grieving families and do so in a caring and professional manner.
 4. Ability to adapt to change with needs of the business
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- **500.00 Bonus offered 2x year based on performance**
 - **Shift Differential and Holiday Pay**
 - **Weekend and holiday shifts work remotely**

Benefits Offered

- Health Insurance offered after 60 days of employment through IBX (Medical, Vision) – Dental(Cigna) with 25 % employee contribution
- Flexible Spending Account
- Life Insurance & LTD (paid by NDRI)
- Paid Time Off (Vacation, Sick, Personal)
- 12 Holidays
- 401(k) with 4% matching after one year of employment

AAP/EEO Statement

NDRI provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, NDRI complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training. NDRI expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status