



Director of Operations

The Director of Operations provides leadership of a 24/7 call center that receives referrals and screens potential donors to determine suitability for donation and contacts families to offer the option of donation. Allocates organs and offers and arranges logistics involved in the donation process. Responsible for overseeing the planning, development, implementation and evaluation of excellent family care and donor records compilation and completion.

KEY JOB DUTIES AND RESPONSIBILITIES

- Works with Operations Management to ensure optimal staffing in Operations at all times.
- Provides oversight to Operations Management, ensuring that donations are maximized and that donor records are completed/released in an efficient manner.
- Responsible for compliance with regulatory agencies within Operations and oversees the development, implementation, and use Operations-related policies, procedures, and related forms.
- Carries out initiatives to increase efficiency and effectiveness of overall Operations.
- Participates in the hiring, training, supervision, counseling, evaluation, discipline, and termination of staff within Operations.

QUALIFICATIONS

- Must uphold the core values of the organization
- Flexible team player with excellent interpersonal and customer service skills
- Proactive with a strong work ethic, excellent time management, and able to perform at a high level with limited supervision
- Excellent communications skills required.
- Excellent written and oral communication skills
- Ability to lead the planning and execution of complex projects involving multiple stakeholders
- Attention to detail and ability to create and maintain regulatory documentation / records
- Must be fiscally-minded with the ability to optimally impact the organization within budgets
- Proficient use of current technologies
- Reliable automotive transportation required

EDUCATION AND EXPERIENCE

- Education: Bachelors Degree in Life Science, Business Development, Healthcare or equivalent education/work experience.
- Professional Experience: Minimum of five years progressive management experience in Operations, Call Center Management and experience in the Organ, Eye and Tissue Donation Industry. Current certification in Procurement (CPTC) or Tissue Banking (CTBS) preferred.

For immediate consideration, please submit your resume and salary requirements to:

careers@dnwest.org