

**Mothers' Milk Bank Northeast**  
**Milk Lab Operations Manager**  
**Nonprofit Milk Bank Pasteurization Lab**  
**January 2025**

*Mothers' Milk Bank Northeast seeks an experienced manager, with a commitment to safety and health regulations compliance, a talent for supporting and bringing out the best in staff, and a roll up your sleeves and get it done approach to work, to help us ensure that our hospital-based clients receive the safe milk product they require.*

*Mothers' Milk Bank Northeast is a nonprofit organization that receives donated frozen human milk, manages the cold storage and documentation of milk supplies, batches, bottles and pasteurizes the milk, samples for bacterial growth using a third-party lab, and then distributes the final milk product primarily to newborns in hospitals requiring human milk for their care.*

*This key management role oversees the pasteurization and milk management team, ensuring that all food safety and health regulations are strictly adhered to and that required practices and documentation are thorough and accurate. The Manager directly supervises a team of eight FT staff, college interns, and occasional per diem staff. They are responsible for scheduling, directing staff assignments, overseeing work quality, managing to standards compliance, documentation of work processes, and building a strong team culture of excellence and positivity.*

*This is a full time, in person, salaried, exempt role.*

*The position reports to the Chief Operating Officer (COO).*

*Salary Range: \$67,000 - \$75,000 depending on experience*

***To apply, please send your resume along with a thoughtful cover letter to CEO Deborah C. Youngblood at [Deb@milkbankne.org](mailto:Deb@milkbankne.org).***

**I. Food Safety:**

- a. Enforce Good Manufacturing Practices as on-site safety manager
- b. Monitor all critical controls to ensure safe food production, including second checks on raw milk records and planned batches, calibration of cold storage equipment and thermometers, milk processing record review with adherence to time and temperature, and completion of daily, weekly and monthly cleaning schedules.

- c. Ensure Standard Operating Procedures are being followed
- d. Help support and deploy new procedures, processes, and equipment as designated by COO

**II. Lead Food Production Operations:**

- a. Assign staff to responsibilities to align with the day's production
- b. Answer questions from technicians
- c. Report safety issues and/or production issues to Chief Operating Officer
- d. Oversee operations and adherence to standard operating procedures
- e. Participate in pasteurization processes when needed
- f. Ensure that production goals are met
- g. Prioritize tasks to meet goals safely

**III. Outside Pasteurization Lab Tasks:**

- a. Manage freezer product storage and rotation
- b. Coordinate with COO on overseeing inventory
- c. Be responsible for doing or delegating other tasks such as milk check-in, logging, pre-pulling traying, slushing, pasteurizing milk
- d. Enter microbiological test results in database
- e. Discard failed milk batches, pull milk bottles for re-tests and move safe milk in walk-in freezer.
- f. Coordinate and conduct macronutrient analysis

**IV. Staff Management:**

- a. Provide direct supervision of food processing team and interns
- b. Assist with hiring new technicians
- c. Train new technicians in all aspects of production and out of lab work
- d. Ensure all new hires receive HIPAA certification, Food Safety training, complete GMP trainings and complete HMBANA Skills Competency Checklist

**V. Laboratory Improvements:**

- a. Work with COO to refine systems for measuring current production capacity
- b. Work with COO on identifying and documenting best practices for workflow and task assignments

- c. Work with COO to identify equipment needs and other resources that would improve outcomes
- d. Work with COO to create training materials and systems for quality assurance
- e. Work with COO to maintain compliance with accreditation standards and develop systems for monitoring
- f. Work with COO to develop communication systems to ensure that production information is consistently provided to staff

## **VI. Other duties as assigned**

### **Qualifications:**

- Bachelor's Degree
- Minimum 3 years of staff supervision experience
- Knowledge of and experience managing food safety or other related safety settings (e.g. life sciences lab)
- Experience with health-related documentation
- Experience with data management, databases and managing in a compliance-based setting with outside oversight (i.e. FDA, Health department, national accreditation org).
- SERV Safe and PCQI (Preventative Control Qualified Individual) certification desirable, must be completed on the job if not.
- Excellent computer skills and knowledge of Microsoft Office Suite
- Overall high energy, roll up your sleeves working manager, positive attitude, committed to great work culture where staff love their jobs and are dedicated to excellence

### **Other Requirements:**

The Food Production Manager performs all tasks associated with milk processing. This work involves

- Regular lifting of 30 lbs.
- Moving and management of boxes
- Repetitive pouring of milk
- Cleaning and sanitation activities
- Regular time utilizing both chest and walk-in freezers

### **Apply:**

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