



Mothers' Milk Bank Northeast

Hiring: Program Assistant

Mothers' Milk Bank Northeast seeks a motivated professional to join our purpose-filled team.

Role: This position floats between two key departments at the milk bank: distribution and lab, as needed and directed daily by the Chief Operating Officer. In distribution, this position accepts, processes and packs orders from hospitals and from individuals for the medical resource of pasteurized donor human milk. In the lab, this position helps check in incoming milk donations, assists with creating donor milk pools, and helps cap, bottle and pasteurize milk. Donor milk is a vital resource to health and ensuring safety whether in distribution or lab is critical.

You must be comfortable in a fast-paced environment, flexible with the changing needs of the organization, and have a roll up your sleeves and get it done attitude.

This role works with hospitals and community members who require donor milk to support young babies. Clear, calm, and positive communication via phone and email directly with both busy medical professionals and new families is key to success in this role. Excellent organizational skills and close attention to detail are very important.

Computer skills are essential. The role uses various software platforms including Quick Books, Salesforce and Microsoft Excel to process orders for donor milk.

Qualifications:

- High school degree required, college preferred.
- Proven customer service and communication skills preferred, aptitude required
- Strong team player
- Organizational skills
- Detail oriented

- Working knowledge of Microsoft office, comfortable learning new computer software as needed
- Performs all tasks associated with milk processing. This work involves
 - Regular lifting of 30 lbs.
 - Moving and management of boxes
 - Repetitive standing and pouring of milk
 - Cleaning and sanitation activities
 - Regular time utilizing both chest and walk-in freezers
- Sense of humor a big plus

Mothers' Milk Bank Northeast is a nonprofit community milk bank certified by the Human Milk Banking Association of North America (HMBANA). Our mission is to provide safe, donated, pasteurized human milk to babies in fragile health throughout the northeastern United States. Mothers' Milk Bank Northeast is an equal opportunity employer and we encourage diverse candidates with a variety of backgrounds to apply.

Job Type: Full-time

Salary: From \$20.00 per hour

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Weekly day range: Monday to Friday 8-4

Work setting: In-person

Ability to commute/relocate: Newton Upper Falls, MA 02464: Reliably commute or planning to relocate before starting work (Required)

Please send resumes to Kyla at kylia@milkbankne.org. Cover letters are strongly preferred.