



Mothers' Milk Bank Northeast

Operations Coordinator

About the Role:

The operations coordinator is a key position for a highly organized, data-savvy professional who thrives on optimization.

This position requires someone with a college credential and at least two years of work experience. This position ensures our milk bank facility runs at peak efficiency by blending daily operational support with continuous process improvement.

The ideal candidate will manage vendor relationships, volunteer programs, inventory and supplies, IT/database needs, and equipment needs while actively applying process excellence techniques to eliminate waste, improve workflows, and safeguard quality.

This is the perfect role for someone who is highly organized, has strong project management experience, has exemplary computer skills including experience working with databases to develop reports and integrate data systems, and brings a roll up your sleeves and get whatever needs to be accomplished done attitude.

If you love to keep learning and have a passion for making a big difference in the lives of newborns and their families, this will be the perfect fit for you!

Details:

Reporting: Role reports to Chief Operating Officer

FTE: Monday - Friday | 9:00 - 5:00PM | 377 Elliot St., Newton, MA (onsite only)

Salary Scale: \$21 – \$25 per hour (commensurate with experience)



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Responsibilities:

- Provide project management that includes designing and executing to deadline for wide range of organizational needs including such things as new equipment assessment and install, internal and external research projects for quality improvement, facility planning, etc.
- Continually assess milk bank practices for regulatory compliance.
- Assist with staff training, onboarding and continuous development of staff on optimized and new workflows and staffing arrangements.
- Data entry and critical controls in pasteurization lab data and documentation including entering lab results, milk label verification and printing, second checks on raw milk records and planned batches, assisting with calibration of cold storage equipment and thermometers, milk processing record review, and ensuring compliance with cleaning procedures.
- Assist with milk management as needed, including product receipt & documentation.
- Assist with Distribution/Order Fulfillment on an as needed basis. Regularly check planned orders for compliance with passed bacterial testing, state-specific regulations, and nutritional analysis of compliance.
- Manage facility supply needs including tracking and ordering and adhering to budget
- Support all vendor relationships and needs including scheduling and supporting
- Help monitor shared inboxes and respond to phone inquiries.
- Act as backup for daily ordering and packing of samples sent to Eurofins
- Assist with freezer product storage and rotation
- Oversee monthly inventory review
- Manage pasteurized milk supplies, including discarding failed batches, retesting bottles, moving approved milk to distribution, and maintaining organization.
- Provide general administrative support, assisting with maintaining accurate and organized documents, completing mailings and helping across the organization.



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- Assist with coordination of all staff meetings and communications.
- Manage volunteers by recruiting, training, supporting, and scheduling; ensure assigned tasks are completed accurately and on time.
- Lead continuous improvement initiatives by mapping current workflows, identifying operational bottlenecks, and implementing waste reduction strategies.
- Be a “go-to” resource for more junior staff.

Qualifications:

- Bachelor's degree required
- Minimum two years of work experience in operations, logistics, or project management (additional college degree could substitute)
- Demonstrated knowledge of or exposure to continuous improvement methodologies (Lean, Six Sigma, 5S, or general process mapping)
- Advanced proficiency in MS Office Suite (specifically Excel), database experience (including design and improvement ideally). Experience with Salesforce a big plus.
- Meticulous attention to detail, exceptional communication skills, flexibility, good sense of humor, and a collaborative, problem-solving mindset.
- Ability to regularly lift up to 30 lbs., sit or stand for prolonged periods, use a keyboard, and move frequently throughout the facility, including pushing carts with milk bottles and boxes.

To Apply:

- Please send a thoughtful cover letter and résumé to **Laz@milkbankne.org**