



Director of Donor Development Job Posting

Miracles In Sight seeks a full-time Director of Donor Development to lead our efforts in strengthening and expanding our donor recruitment and relationships with key stakeholders. They will set the tone of efficiency and accuracy, while seeing the big picture of how their department impacts the company.

While healthcare experience is a plus, we are looking for someone who has a successful track record of delivering results through the leadership of employees and in collaborating with other departments. Effective communication skills are a must, as well as the ability to develop and maintain a virtual team environment. Our team is dedicated to exceptional customer service, while building a successful partnership with the community in which we work.

Essential Duties and Responsibilities

Donor Center:

- Lead and manage the DCC team, including recruiting, training, coaching, and performance evaluation.
- Ensure 24/7 operational coverage and provide backup support as needed.
- Maintain professionalism and uphold quality standards for donor families and allied tissue transplant agencies.
- Oversee authorization and documentation processes for tissue donations, ensuring compliance with internal quality control and external regulations.
- Identify trends to improve tissue authorizations and DCC performance and provide management reports.
- Certify new donor center coordinators, ensuring accurate documentation and effective communication with donor families, allied tissue transplant agencies, healthcare facilities, funeral homes, and MIS staff.
- Support donor referral and coordination processes, including screening, authorization, and collaboration with clinical staff.
- Maintain and improve relationships and processes with organ and tissue partners, in our service area.
- Stay informed on industry standards, regulations, and best practices through continuous education and networking.
- Collaborate with other directors to meet organizational goals and improve DCC operations.



Development:

- Develop strategic initiatives to increase tissue supply by working with hospitals, funeral homes, and related entities.
- Oversee hospital and organizational relationships, ensuring quality control and compliance with relevant regulations.
- Develop policies and educational programs tailored to the needs of hospitals, funeral homes, and medical examiners.
- Foster professional relationships with hospitals, OPOs, and other organizations to enhance MIS's reputation.
- Analyze trends to improve team performance and hold team accountable for achieving goals.
- Stay updated on industry knowledge and best practices through workshops, publications, and professional networking.

Requirements

- Applicable bachelor's or professional degree is preferred with a minimum of three years' work experience in a related hospital, medical, or transplant environment.
- Displays exceptional customer service, communications, leadership, and decision-making skills.
- Understand call center metrics and use this information to create departmental goals.
- Demonstrate ability to effectively supervise personnel.
- Demonstrate commitment to and advocate for eye, tissue and organ donation and transplantation.
- Ability to interact effectively at any level of the hospital staffing.
- Ability to effectively present information and respond to questions both verbally and in written form.
- Ability to set priorities and manage multiple priority tasks.
- Aptitude to rationally manage crisis and show good judgment under pressure.
- Possess effective interpersonal skills and professional demeanor.
- Ability to maintain a valid driver's license.
- Proficiency with the Microsoft Office Suite

Benefits

- Medical, Dental, Vision, HSA, Retirement plan, life insurance, PTO
- Flexible schedule
- Rewarding work

Send resumes to careers@miraclesinsight.org