



Donor Milk Distribution Associate (Order Fulfillment/Customer Service)

Full Time, Daylight - Monday-Friday

Pittsburgh, PA

Make a life-changing difference for medically fragile babies in a mission-driven, collaborative, and supportive workplace.

The nonprofit Mid-Atlantic Mothers' Milk Bank, provides lifesaving donor milk to neonatal intensive care units and medically fragile outpatients across PA, WV, NJ, MD, and DE, is seeking a Donor Milk Intake Associate to join our dedicated team. No prior milk banking experience is required and training is provided. We welcome candidates from a variety of backgrounds. Excellent organizational skills, attention to detail, and accuracy are a must.

Position Overview

Reporting to the Director of Operations, the Donor Milk Distribution Associate performs duties pertaining to the distribution of pasteurized donor human milk in conjunction with the other members of the Distribution team.

Core Responsibilities:

- Answering and triaging calls for the Distribution Department
- Monitoring order requests
- Batch selection for fulfilling hospital or outpatient orders
- Filling and packing hospital and outpatient donor milk orders
- Coordinating courier pickups and shipping
- Managing inventory
- Intake of new outpatients and new hospital accounts
- Communication with hospitals, dispensaries, and outpatient families
- Co-ordination of depot and dispensary shipments
- Ordering boxes and shipping supplies
- Monitoring of freezer/refrigerator alerts
- Other duties, as assigned.

Education:

Minimum of Associate degree preferred. Other combinations of education and experience will be considered.

Experience:

- Experience in customer service, order fulfillment, shipping, pharmacy, or food production especially helpful. Combinations of experience and education considered.
- Excellent organizational skills with exceptional attention to detail. Accuracy is extremely important.
- Professional, effective, and compassionate communication skills. This role involves communication with hospitals, families, and clinicians.
- Proficiency in Microsoft Office (Excel and Word)
- Food Handler's safety training required (provided)

Additional Requirements:

- Enthusiasm for the mission of Mid-Atlantic Mother's Milk Bank
- Willingness to learn new skills and facets of the organization
- Ability to collaborate with others and work effectively and professionally in a team environment

Physical Requirements:

- Ability to stand for long periods of time
- Ability to lift up to 50 pounds
- Speaking, hearing and visual acuity
- Verbal and written English communication skills

Work Hours: Monday through Friday, 8am to 4pm or 8:30am to 4:30pm

Salary: \$19 to \$23 per hour

Benefits:

- 15 days of paid time off plus 11 paid holidays in the first year
- Health Plan (ICHRA)
- Dental Plan
- Retirement Plan (Simple IRA match)
- Paid Training

MORE ABOUT MID-ATLANTIC MOTHERS' MILK BANK

Our nonprofit organization collects milk from carefully screened volunteer donors (milk donors are our heroes!). The donated milk is tested and pasteurized before it is distributed to neonatal intensive care units (NICUs) and outpatients with medical needs across PA, WV, MD, NJ, and DE. Housed within the milk bank, is the nonprofit Human Milk Science Institute and Biobank (humanmilksamples.org) which provides researchers with samples and data. Learn more about the milk bank at midatlanticmilkbank.org