Donor Center Coordinator

Miracles In Sight in Winston Salem, NC seeks energetic, compassionate individuals for Donor Center Coordinator positions in our 24 / 7 Call Center. Donor Coordinators work closely with grieving families to facilitate eye tissue donation for corneal transplant and research in the United States and around the world. Donor Coordinators contact donor families and conduct medical social history interviews, while coordinating with hospitals, funeral homes and surgical recovery personnel.

Background in medical terminology, grief counseling, call center, dispatch, ER or EMS preferred. Excellent communication skills, empathy and passion for donation required. Flexibility is a **MUST**. You will be required to work days, nights, weekends, and holidays as the Eye Bank needs.

**Requirements**

* Degree preferred but not required
* 2+ years prior call center experience or similar experience
* Excellent attention to detail and ability to multi-task; must have good typing and computer skills
* Must have good investigative and problem solving abilities and work efficiently in a high pressure environment
* Handle high outbound call volume, including cold calls
* Knowledge of medical terminology is preferred
* Interact with multiple online systems while speaking and inputting information received simultaneously
* Contribute to the overall quality of the department and organization
* Strong oral and written communication skills
* Bi-lingual in Spanish is a plus

As a Donor Center Coordinator, you become part of a family with one purpose - providing the gift of sight.  You’re making a profound difference in the lives of those who cannot see.  We believe that offering sight to others is one of life’s most valuable gifts.  We believe in what we do!

As the second largest Eye Bank in the US, MIS offers a positive, dynamic culture with opportunity for growth and advancement. Excellent training and benefits are included.

**Send resumes to kgrijalva@miraclesinsight.org**