



### Clinical Lab Supervisor Job Posting

Miracles In Sight in Winston-Salem, NC seeks a full-time Clinical Lab Supervisor to help facilitate high volume donation and ocular tissue transplantation program in our laboratory environment.

#### **Essential Duties and Responsibilities**

- Understands the science and business concerns of eye banking.
- Creates short/ medium range business plans based on current/future statistics and trends.
- Sustain and improve customer satisfaction through physician meetings and communication with the Business Development staff.
- Maintain open communication with the Distribution team to maximize tissue placements, assure compliance with processing and shipping parameters, and allow for appropriate surgeon notifications.
- Oversees the implementation of new departmental strategies and activities as directed by the Director of Clinical Services.
- Performs annual SOP review and revision.
- Maintains and maximizes inventory usage and cost through supply chain management.
- Assists in the creation of the annual departmental budget.
- Manages immediate HR concerns of subordinate staff, time off requests, and training.
- Ensures appropriate staffing levels through the creation of weekly and monthly schedules, including rotating weekend schedules.
- Maximizes staff performance to ensure high ratios of corneal transplantation.
- Train new and existing staff, including MIS-sponsored Corneal Fellows.
- Perform annual competency reviews of existing staff.
- Support annual work review.
- Monitors the daily, weekly, and monthly tasks for accuracy and completion.
- Stay abreast of EBAA standards and FDA regulations to assure compliance.
- Recommend process improvements and stay abreast of advancing technologies and opportunities.
- Act as Administrator on Call (AOC)

#### **Requirements**

- Minimum 3 years in an Eye and/or Tissue Banking laboratory environment.
- Must have competency in at least three of the core competencies in the CS department (tissue evaluation, DMEK/ DSAEK processing, distribution, medical director designee).
- Demonstrate exceptional customer service.
- Possess exceptional communication skills and the ability to maintain positive relationships within and outside the organization.
- Must read and write English.
- Possess basic computer skills.
- Knowledge of medical and ophthalmic terminology.
- Appropriate dexterity to use office machines and surgical equipment.
- Ability to cope with issues pertaining to death is essential.



- Ability to maintain a valid driver's license.
- Be a self-starter and perform work independently.
- Must be aware of the role they play in patient safety as defined by EBAA and FDA standards and regulations as well as MIS SOPs.
- Must be able to take their fair share of calls and cover weekends and holidays.

### **Education**

Although not required, a bachelor's degree in science, nursing degree, training as an ophthalmic technician or clinician is recommended. Advanced degree (MBA, MS, MHA) is also a plus, but not required. Appropriate experience may be substituted for education. Thorough knowledge of ocular anatomy and physiology and disease processes are needed to understand aspects of donor safety. Management or supervisory experience will be viewed favorably.

### **Benefits**

- Medical
- Dental
- Vision
- Retirement Plan
- Life Insurance
- Paid Time Off

**Send resumes to [HumanResources1@miraclesinsight.org](mailto:HumanResources1@miraclesinsight.org).**