



Tissue Distribution Specialist

Job Description

The role of the Tissue Distribution Specialist is to facilitate the placement of human eye tissue for cornea transplant surgery, and non-surgical tissue for research and education. Interdepartmental collaboration in this role is essential to maximizing the benefit of each donation while ensuring the needs of each domestic and international partner is fulfilled.

Essential Duties and Responsibilities

- Carefully reviews surgeon tissue criteria and suitability to successfully place human eye tissue with surgeons, eye banks, internal staff, or other partners, for surgical or nonsurgical use; remains compliant with MIS regulations, EBAA Medical Standards, and state and federal regulations.
- Monitors tissue supply and demand; coordinates import and export opportunities to maximize tissue placement potential.
- Identifies various types of surgery requests by understanding the tissue contraindications specific to each type of surgery.
- Coordinates and places non-surgical cornea tissue for training and research.
- Facilitates and assigns tissue for mission trips per approved requests.
- Adheres to each domestic and international partner's specific donor eligibility and tissue suitability requirements.
- Accurately enters the appropriate acquisition and shipping fees for each tissue for domestic, international and research/training tissue placements.
- Provides timely invoicing information and applicable updates in placements to accounting.
- Understands shipping logistics and selects the most appropriate option to ensure the tissue arrives in accordance with the partner's needs.
- Manages and tracks domestic and international shipments and communicates necessary updates in a timely fashion.
- Accommodates urgent or emergency requests as they occur.
- Completes administrative assignments, including but not limited to, scheduling surgical requests, and collecting recipient information.
- Maintains open communication with Clinical Services to ensure accurate processing of tissue.
- Manages and tracks surgery cancelations and return tissue explanations.

- Maintains a professional demeanor through all channels of communications with surgeons and other relevant parties.
- Covers weekend, holiday, and on-call shift needs on a rotating basis.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, participating in professional organizations, etc.
- Demonstrates a commitment to the Mission and Values of Miracles In Sight.

Requirements

- Must be able to work onsite in our Winston-Salem office.
- Demonstrate exceptional customer service.
- Ability to interact with co-workers within and outside of the department as well as outside agencies.
- Possess effective interpersonal skills and professional demeanor.
- Ability to rationally manage crisis and show good judgment under pressure.
- Ability to set priorities and manage multiple priority tasks.
- Possess basic computer skills; Experience with iTransplant is a plus.
- Must read and write English.
- Knowledge of medical and ophthalmic terminology.
- 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 rules as well as MIS SOPs.
- Must possess critical thinking and problem-solving skills.

Benefits

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

To apply, please send resume to pfarmer@miraclesinsight.org