



WE DELETE BLOOD CANCER

**Department:** Donor Management  
**Title:** Confirmatory Typing Coordinator (Shift 8:30am-5pm)  
**Key Areas:** Healthcare related field such as hospital administration, social work, health education, public health, nursing, biology, or biochemistry  
**Direct Report:** Confirmatory Typing Manager  
**Employee Category:** Non-exempt

### About DKMS

Get inspired by doing something that really matters and join our team of dedicated, caring people at DKMS. Every day, we help save lives by adding more potential donors to the bone marrow registry and connecting patients in need of a transplant with matching donors who can make it happen. Globally, we've registered more than 10.7 million potential donors, and over 87,000 of these have gone on to donate to patients. You'll be part of a growing international nonprofit where creativity, initiative, compassion, collaboration, and strategic thinking are rewarded as we work together to expand our reach, recruit more donors and help save more lives.

**Position Summary:** The Confirmatory Typing (CT) Coordinator works in the Confirmatory Typing Team with unrelated donors at the initial stage of the donor and patient matching process. The CT Coordinator facilitates registry and transplant center requests for registered donors to participate in high resolution and confirmatory testing.

### Responsibilities:

- Contact donors identified as potential matches for patients in need of a bone marrow transplant to assess donor interest and availability
- Educate donors on the marrow and peripheral blood stem cell donation process
- Evaluate donors for medical suitability and eligibility using guidelines set by DKMS and the National Marrow Donor Program (NMDP)
- Obtain informed donor consent for blood tests
- Facilitate high resolution and confirmatory testing through the coordination of laboratory appointments nationwide
- Meet donor availability and scheduling metric goals consistently
- Comply with all regulatory requirements, standards, policies, procedures pertaining to the donor management process including: principles of informed consent and Protection of Humans as Research Subjects; bone marrow donor registry requirements and standards, applicable FDA and NY State Department of Health regulatory requirements (including, but not limited to FDA Good Tissue Practices and Good Manufacturing Practices; NY DOH tissue procurement)
- Adheres to quality assurance procedures to ensure donor and patient confidentiality
- Assists in creation and maintenance of departmental Standard Operating Procedures per required regulations
- Assists in investigation of Quality Assurance incidents and occurrences.
- Ad hoc activities including research, quality assurance, and process improvement projects. Other duties may be assigned. Management retains the discretion to add to or change the duties of the position at any time.
- Flexibility to work remotely outside of core business hours (weekends) for donor outreach as needed by the department.
- Occasional travel may be necessary



WE DELETE BLOOD CANCER

**Requirements/Qualifications:**

Because the candidate will be working with potential donors on a daily basis, it is essential to have excellent communication and active listening skills. The ideal candidate must be highly organized and detail oriented. Accuracy in completing data forms and case note documentation is essential.

- Bachelor's degree required
- Minimum of two years related work experience to include customer service or patient care; or equivalent combination of education and experience
- Be able to work from 8:30am-5pm Monday to Friday and at least 1 Saturday per month
- Knowledge of medical terminology, case-note documentation, and conducting medical histories is preferred
- Excellent interpersonal skills and the ability to work in a team environment
- Excellent written and verbal communication skills
- Very proactive work ethic and the ability to diligently meet targets
- Must be detailed oriented, highly organized and able to multitask efficiently
- Flexible, entrepreneurial spirit
- Proficiency in Windows and/or Mac OS, Word, Outlook, Excel, and internet searches required; experience with NMDP StarLink systems a plus; foreign language desirable

If you or anyone you know are interested in applying for this role, please submit resumes and cover letters to [dkmsrecruiting@dkms.org](mailto:dkmsrecruiting@dkms.org). Please state "Confirmatory Typing Coordinator" in the subject line.

*DKMS is proud to be an Equal Opportunity Employer and we encourage everyone who is interested in this position to apply. We do not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other characteristics protected by state or federal law or local ordinance.*

*We are committed to finding reasonable accommodations for candidates with special needs or disabilities during our recruiting process. Please email us at [dkmsrecruiting@dkms.org](mailto:dkmsrecruiting@dkms.org) should you need any assistance.*