



\Department: Donor Management
Title: CT Administrative Assistant
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 10.6 million potential donors, and over 91,000 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 Administrative Specialist works in the Confirmatory Typing Team with unrelated donors at the initial stage of the donor and patient matching process. The Administrative Specialist manages all major administrative work related to the Confirmatory Typing stage of the donation process.

Responsibilities:

- Process and manage assignment of incoming requests.
- Support team with donor search; locate new contact information for all donors with invalid or missing contact information and update records
- Monitor daily donor activities including tracking FedEx shipments and donor appointments.
- Coordinate and reschedule missed donor appointments
- Provide support to manage correspondence with donor and network partners including automated system correspondence, and weekly network reports.
- Maintain partner profiles in DKMSOne, update as needed
- 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)
- Adhere to quality assurance procedures to ensure donor and patient confidentiality
- Assist 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.
- Occasional travel may be necessary

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.

- 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
- 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

All resume submissions should be sent directly to dkmsrecruiting@dkms.org with the position included in the subject line.