



Job Title: Director Hospital Services **Status:** Full Time, Exempt
Salary: \$46,683 - \$86,350

In an effort to increase equity, The Milk Bank lists salary ranges. Most new hires begin at an entry salary level between starting and the 25th percentile. As salary negotiations tend to have an unfair bias, the organization does not typically participate in negotiations outside of this range. Ranges are reviewed bi-annually and benchmarked against regional salary surveys as well as living wage indicators. Salary is one element of a robust compensation philosophy.

Organization/Position Summary:

The Milk Bank (TMB) is a non-profit human milk bank dedicated to combatting infant mortality. TMB provides Pasteurized Donor Human Milk (PDHM) for premature and ill infants across the Midwest via Neonatal Intensive Care Units (NICUs), hospital inpatient units, and outpatient programs. The Milk Bank strives to ensure that every child has access to safe, lifesaving human milk and is committed to helping more infants celebrate their first birthday.

Under the supervision of the CEO this position is primarily responsible for business development and related retention in compliance with national accreditation standards. Travel requirements likely at least 20% in region.

Essential Duties and Responsibilities:

- Accountable to achieving or exceeding sales targets for acquisition and retention including prospecting, gap analysis, business development and program growth in hospital usage, milk express/OP rates;
- Identify, build and maintain long-term relationships with hospital and hospital adjacent stakeholders including lactation consultants, physicians, nursing, medical and other clinical groups;
- Develop strategic assets to help educate customers about products, services, and overall impact of The Milk Bank and pasteurized donor human milk (PDHM); May include marketing, outreach, and sales materials and annual plans;
- Assist in contract management from negotiation to renewal;
- Monitors, critically analyzes, and reports data and progress toward key performance indicators;
- Leads or assists with onboarding new hospital partners, providing ongoing hospital training, support current or expanding ordering needs, troubleshoot retention efforts, liaison with hospital based milk depots and express sites;

- Maintains thorough and accurate documentation and data tracking efforts including CRM management;
- Assist with creation and delivery of curriculum to increase visibility and awareness of The Milk Bank as well as the use and benefits of pasteurized donor human milk. Represents The Milk Bank at collaborations, conferences, expos and outreach opportunities through booths, presentations, and networking;
- Remains current with demographics, community assessments, research, benchmarking and best practices regarding the use of human milk and lactation;
- Assist as needed with strategic location, site development and onboarding of new depot and/or milk express sites.
- Assist with board driven Medical Advisory Committee. Responsible for recruitment, orientation, training and retention as well as logistical and meeting support.
- Assist with oversight of the patient care team including support of the outpatient program and hospital retention efforts.

Required Professional Characteristics:

- Demonstrated advanced writing skills and computer literacy including willingness to learn new technology
- Ability to bring fresh ideas and creative approaches to clinical outreach and efforts
- Handles competing priorities while consistently meeting deadlines
- Actively seeks to give and receive constructive feedback
- Requires ability to present or speak in front of peers and public.
- Requires ability to work independently or as a participating member of a team.
- Excellent time management skills and superb work ethic.
- Welcomes other duties as assigned.

Experience and Education:

Four year degree and three years’ experience in sales, business development, pharmaceuticals, nursing, clinical or lactation work, or similar field. Valid driver’s license.

The Milk Bank Values and Culture:

The Milk Bank is a fiercely mission-driven organization that strives to be unwaveringly inclusive and uncompromising champions of science and safety. Each team member understands how work culture shapes daily experiences, influencing how we collaborate, communicate and approach challenges. Successful team members value integrity, customer service, courageous communications, a problem-solving orientation, and positive, growth-oriented mindset.

Status	Date	Responsible
Original	12/2024	FLK