



## **JOB DESCRIPTION**

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|--------------|------------------------|--------------|-----------------|
| Job Title:   | Logistics Supervisor   | Prepared By: | Human Resources |
| Reports to:  | Director of Operations | Approved By: | VP of HR        |
| FLSA Status: | Exempt                 | Date:        | June 2019       |

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Donor Network West's mission is to save and heal lives through organ and tissue donation. We honor and respect the donors and families we serve with compassionate care, and inspire our communities to donate life. Every employee at DNW is responsible for fostering an organizational culture that is based on collaboration, support, and service. This includes being a proactive team player who strives for excellence by upholding the Donor Network West's core values of Teamwork, Integrity and Passion.

### **GENERAL JOB FUNCTION**

The Logistics Supervisor provides leadership of the logistics and case set up process for all aspects of tissue and organ cases. The Logistics Supervisor monitors and regularly works to improve the efficiency and effectiveness of logistical operations. The Logistics Supervisor focuses on decreasing loss of donation opportunities and utilizing resources effectively.

### **JOB DUTIES AND RESPONSIBILITIES**

#### Daily Operations Oversight

- Provides daily oversight to organ and tissue activities in order to ensure logical responsibilities are met, as well as provide excellent service to donor hospital staff, donor families, transplant center, and transplant recipients, Coroner/Medical Examiner (C/ME), Funeral Homes and transportation partners.
- Provided daily oversight, coaching and guidance to transportation/driver team who provide tissue donor, organ and tissue surgical team and courier services.
- Oversees systems and processes involving the transportation of staff, teams, organs, and tissues to and from donor recoveries.
- Works to ensure optimal staffing at all times by serving as an active supervisor, which includes routine frontline shifts and backup support during increased activity levels. Participates in on-call supervisor schedule.
- Acts as a resource to operations center staff by providing as hoc assistance on a daily organ and tissue activity to ensure donation is maximized and frontline workloads are manageable. Required supervisor coverage includes days, nights, weekends, and holidays.



- Supports the work the Administrator on-call (AOC) & Clinical Operations Manager (COM) by providing consistent first-line advice and counsel for issues related to organ and tissue logistical operations.

#### Process Improvement

- Participated in the development, implementation and updating of DNW policies and procedures as they relate to both organ and tissue logistics.
- Tracks and trends performance improvement metrics within logistical responsibilities, in conjunction with the Operations Center and Recovery Management, implements strategies to improve overall efficiency and performance improvement.
- Implements and monitors key performance indicators to increase overall productivity and output to optimize resources, focusing on customer service and cost efficiency.
- Participated in the development of the strategic plan and effectively implements strategies within Operations Center logistical and driver functions.
- Activates the occurrence report system, investigates and performs root cause analyses, as necessary.
- Implements strategies to increase communication, develop trust and intra-departmental collaboration; works to integrate frontline talent.

#### Talent Development and Succession Planning

- Creates and maintains a safe and confidential environment for direct reports
- Provides leadership and guidance to the driver team, including recruitment, hiring, training, counseling, evaluation, discipline, development and termination if necessary.
- Consistently reviews and evaluates the effectiveness of the logistics and driver training program, and works with Education Department to develop and implement any necessary changes.
- Focuses on coaching staff and works to implement field assessments and annual competencies, to improve logistical performance, provide continual feedback and frontline support.
- Monitors and assesses for preceptor effectiveness. Models effective training for frontline preceptors by routinely working in a preceptor/trainer capacity.
- Helps staff to identify and attain professional goals and objectives while focusing on retention and individual needs of frontline talent. Contributes to appropriate documentation of frontline talent development.
- Takes lead in shared projects between Quality Systems/Materials Management with Recovery and Organ Procurement teams



- Reconciles transportation invoices submitted to DN West for reimbursement

#### External Facing Responsibilities

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- Established and maintains relationships with transportation vendors (Charter, courier, donor transport and limo companies) and ensure service level accountability
- Assumes responsibility for presenting in-services, debriefings, and other educational forums to outside agencies as needed.

#### Professional/Personal Competency

- Maintains professional competence to provide leadership and consultative services to direct reports, transplant centers, hospital partners, and tissue processors.
- Maintain current knowledge of national and local regulations and best practices in logistical operations.
- Works to develop and maintain active membership in professional associations, participation at workshops, and seminars.
- Performs other duties as assigned.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty. The qualifications listed are representative of the knowledge, skill, and/or ability required. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to communicate and present information effectively within a team environment.
- Possess strong interpersonal skills that would allow him/her to deal effectively in a dynamic field.
- Strong attention to detail, written, and verbal communication skills.
- Adheres to principles of “customer service” in all aspects of the job. Supports fellow employees and others to further the achievement of DNW mission
- Builds and maintains positive relations outside of DNW. Represents DNW effectively in client situations and to the general public.
- Superior independent assessment skills of family and group dynamics along with knowledge and judgment of appropriate interventions



- Makes efficient and effective use of own time. Sets and meets realistic deadlines. Attends and participates in departmental and organizational meetings.
- Compassionate and ethical, upholds the core values of the organization.
- Maintain confidentiality and possess strong communication and interpersonal skills.
- Team player while being able to function autonomously.

**EDUCATION AND EXPERIENCE**

- Bachelor's degree
- Minimum 3 years' experience in a Logistics based role/organization or in Tissue and/or Organ Services
- Previous supervisory experience preferred.
- CTBS certification preferred

**PHYSICAL DEMAND OF WORK**

On file in Human Resources.

**EMPLOYEE ACKNOWLEDGEMENT**

I acknowledge that I have received and reviewed the job description for my position and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities and requirements of this position. I understand that Donor Network West has the right to revise this job description at any time.

Employee  
Signature:

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Date:

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Employee Name  
(Print):

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Date:

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