



# **Vision Share**

## **Ocular Client Services Coordinator (OCS Coordinator) Position Specification**

2023



## **POSITION SPECIFICATION**

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<b>Position</b>	Ocular Client Services Coordinator (OCS Coordinator)
<b>Organization</b>	Vision Share, Inc.
<b>Location</b>	Home-based office
<b>Department</b>	Ocular Client Services
<b>Reports to</b>	Manager of Operations
<b>Job purpose</b>	The Ocular Client Services Coordinator is a key member of the Ocular Client Services team performing global tissue allocation daily to ophthalmologists, surgery centers, hospitals, and governments to facilitate corneal transplants. This position requires the staff member to possess strong communication skills and the ability to develop relationships with other coordinators, surgical staff members, surgeons, and vendors. This detail-oriented and customer centered individual will ensure the placement of donor corneas to end-users world-wide daily.

**Website** <http://www.visionshare.org/>

## **OCULAR CLIENT SERVICES COORDINATOR KEY RESPONSIBILITIES**

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- Facilitate placement and distribution of ocular tissue both domestically and internationally.
- Arrange shipment and delivery of ocular tissue domestically and internationally.
- Run and maintain reports to strategically maximize tissue placement opportunities.
- Maintain accurate and current distribution schedules (online database, faxed and phoned requests).
- Maintain strict confidentiality of donor and recipient information.
- Coordinate set-up of new clients and facilities.
- Display a professional demeanor towards all clients and agencies while building and maintaining strong professional relationships with all external and internal partners.
- Demonstrate teamwork and collaboration in internal and external communications.
- Maintain accurate and complete recipient information.



- Assist member eye banks with post-operative follow-up reports and organize returned reports informing Quality Assurance department of any adverse reactions reported, if needed.
- Communicate with and provide distribution data to Vision Share.
- Keep accurate and current accounts, interactions, and events in the customer relations management tool.
- Take calls on nights, weekends and holidays as needed to facilitate tissue placement.
- Additional responsibilities and administrative duties as assigned.

### **VISION SHARE CENTER COORDINATOR EXPERIENCE/QUALIFICATIONS**

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- Bilingual in Spanish and English, preferred.
- A minimum of three (3) years customer service and/or healthcare/science related experience.
- A working knowledge of general anatomy, corneal anatomy, slit lamp and specular microscopy and relevant surgical procedures involving donor ocular tissues are preferred.
- Ability to think strategically and plan work around attaining goals and objectives.
- Strong interpersonal, written, verbal, and phone communication skills required.
- Strong organizational skills, problem-solving abilities, and attention to detail.
- Ability to work independently, with limited direction, and in a team environment.
- Ability to work with distraction and to multi-task with frequent interruptions.
- Intermediate knowledge of Microsoft operating systems, Microsoft Office, general database, and web-based applications.
- Must maintain a valid driver's license and acceptable driving record as determined by the organization.

### **EDUCATION**

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- Bachelor's degree or an equivalent combination of education and experience from which comparable knowledge, skills, and abilities have been acquired is preferred.
- Continual training and certification, as necessary.



## **COMPENSATION**

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A competitive compensation package, including benefits, will be offered to the desired candidate.

## **WORK ENVIRONMENT**

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The VS Ocular Client Services Coordinator will work from a home office once fully trained. OCS Coordinator must have space and obtain furniture to set up appropriate computer equipment (provided by Vision Share, one laptop and 1-2 additional monitors).

### **Physical Demands:**

- Availability to work holidays, nights, and weekends as required and respond to branch/department needs on a 24-hour basis.
- Frequent periods of intense concentration, attention to detail and accuracy.
- Ability to handle mental and physical strain involved in use of printed materials, prolonged use of computer screens and extensive phone usage.
- Moderate manual dexterity for basic keyboarding.

**NOTE:** The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list of duties. Additional duties may be assigned. Vision Share is an Equal Opportunity Employer. We take pride in the diversity of our staff and seek diversity in our applicants. Vision Share does not unlawfully discriminate based on any status or condition protected by applicable federal or state law. Vision Share reserves the right to seek, hire and promote persons who support the goals and mission of the institution.

### **Overview of Vision Share**

Vision Share, a not-for-profit organization, headquartered in the USA, is the largest and most advanced network of eye banks in the world. Vision Share and its Member Eye banks are the premier global organization for eye tissue placement and are recognized as best of class for eye bank experience and expertise. Vision Share and its member's tissue placement reach is truly global, and Vision Share is uniquely designed to meet the specific individual needs of surgeons, hospitals and surgery centers, academic institutions, and other eye banks in need of ocular tissue and related services regardless of location.