



Vision Share

Ocular Client Services Coordinator (OCS Coordinator) Position Specification

August 2017



POSITION SPECIFICATION

Position	Ocular Client Services Coordinator (OCS Coordinator)
Organization	Vision Share, Inc.
Location	Downtown Chicago, Illinois
Reporting Relationships	<p>The OCS Coordinator will collaborate closely with and report directly to an OCS Department Lead. The Vision Share Ocular Client Services Coordinator will work with the VS Business Development, International Relations and Client Relations management team.</p> <p>The OCS Coordinator position is a mission-centered position whose main daily goal and responsibility is in allocating ocular tissue to surgeons, eye banks and researchers worldwide, maintaining accurate and complete data on transplant recipients, and conducting follow-up reports.</p> <p>The OCS Coordinator will engage in all day to day operations of the distribution center including various domestic and international business needs, and collaborate with the key technology, direct and indirect staff relative to fulfilling those responsibilities.</p>
Website	http://www.visionshare.org/

OCS COORDINATOR SELECTION

Vision Share, is seeking a dynamic OCS Coordinator who will engage deeply in being a high level contributing member of the Vision Share team and to work with the OCS Director towards building the organization in a continuous process of growing, evolving, and diversifying. The OCS Coordinator will focus on managing their specific objectives as defined by the OCS Director each day to day relative to the domestic and international operations of the Vision Share Ocular Client Services towards delivering *The Vision Share Advantage*[™] and leveraging the organization's and its members' strengths to take full advantage of domestic and international ocular tissue placement.

VISION SHARE OCULAR CLIENT SERVICES COORDINATOR ROLE

The Ocular Client Services Coordinator holds the responsibility of managing critical components of the day to day global operations of the Vision Share Ocular Client Services. As Vision Share moves into its next phase of growth, Vision Share seeks to add dynamic individuals who will contribute to the overall strength of Vision Share and who possess strong communications, deep client relations and broad business development skills. Vision Share expects to appoint a Ocular Client Services Coordinator who is an experienced professional that has held a similar position in a tissue banking organization or has held a logistics or time sensitive detail oriented customer services role in prior jobs. This detailed and customer centered individual will ensure



the flawless running of the Ocular Client Services logistics and tissue placement activities on a daily basis and will help to raise Vision Share's profile, execute on its vision, and increase the organization's connectivity to members, non-member eye banks, clients and the greater community both domestically in the USA and internationally.

The Ocular Client Services Coordinator is a key member of the ocular client services team and has day to day responsibilities in executing the responsibilities of the Vision Share distribution. In partnership with key Vision Share staff, The OCS Director and the CEO, the Ocular Client Services Coordinator will assist in ensuring that Vision Share meets its goal of maximizing Vision Share and its member's tissue placement activities and advancing Vision Share's mission of restoring sight as broadly as possible on a global scale.

Specifically the Ocular Client Services Coordinator is a mission-centered position whose main responsibility is to aide in allocating ocular tissue to surgeons, eye banks and researchers worldwide, maintaining accurate and complete data on transplant recipients, and conducting follow-up reports.

OCULAR CLIENT SERVICES COORDINATOR KEY RESPONSIBILITIES

- Facilitate placement and distribution of ocular tissue both nationally and internationally.
- Arrange shipment and delivery of ocular tissue nationally 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.
- Perform some technical functions, as needed, such as packaging and delivery of tissue.
- 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.
- Send out post-operative follow-up reports and organize returned reports informing Quality Assurance department of any adverse reactions reported.
- 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.

VISION SHARE CENTER COORDINATOR EXPERIENCE/QUALIFICATIONS

- Bilingual in Spanish and English, preferred

- A minimum of three to five (3-5) years customer service and/or marketing experience.
- A working knowledge of 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.
- Must have reliable transportation.

EDUCATION

- 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

A competitive compensation package will be offered to the successful candidate. Vision Share will provide an attractive benefits package.

WORK ENVIRONMENT

The VS Ocular Client Services Coordinator will work in a professional office setting during the week and may occasionally work from home over the weekend as needed.

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.



- Long periods of sitting and/or standing may be required.
- Ability to lift and move 20 pounds is required.

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 on the basis of 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 is the premier global organization for eye tissue placement and ordering services. Vision Share and its members are recognized as best of class for eye bank experience and expertise and are leading innovators in eye bank procedures and technology. 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.

Vision Share was founded in 1998 by a group of five eye banks and has grown into an organization with 13 members and 20 eye banks (See Exhibit I for a member listing). It is organized as a consortium of member eye banks to provide an environment within which its members can grow and thrive and restore sight to those in need. Made up from the members, Vision Share has a committed 7-member Board of Directors, who are predominately Executive Directors and / or CEOs of Vision Share member eye banks.

Vision Share and its members provide more than 30% of transplant tissue supplied by EBAA eye banks annually and in regard to the latest technology, DMEK, Vision Share and its members enjoy a global majority market share in excess of 50%.

Vision Share is an organization with over 18 years of proven experience in making connections that matter. Through Vision Share's global reach, the organization has a view towards enhancing its relationship with each individual client by maintaining a level and quality of service at the forefront of the industry. Since its inception Vision Share has been dedicated to restoring sight through outstanding service customized to meet a diverse range of needs.

Vision Share's clients gain a patient care advantage through Vision Share's dedicated ability to coordinate complex logistics and manage challenging circumstances. The level of collaboration facilitated by Vision Share and its members is truly unparalleled—it provides Vision Share's clients with access to quality tissue and choice, in a manner that is simple, reliable, and seamless.

Vision Share's unique ability to connect its members and its clients in a highly collaborative process helps ensure quality outcomes for surgeons, scientists, and patients worldwide.

Relationships between donor families, Vision Share's member eye banks, and surgeons and their patients form the foundation for Vision Share's company values and its longstanding



commitment to operating as a nonprofit organization.

Vision Share's daily stewardship of sight-restoring anatomical gifts is of paramount importance to Vision Share, its staff, its Board and its members and their organizations.

Vision Share is keenly aware of the pressures and demands its clients and members face during a time of tremendous change in the health care delivery landscape. As such, Vision Share is committed to providing a patient care advantage to all those that it serves.

Services

- Vision Share provides quality donor corneas and other ocular tissue for cornea transplant surgeries as well as for research and training purposes.
- Vision Share provides vital services to eye banks, corneal surgeons, hospitals and surgery centers, and ophthalmic researchers.
- Vision Share provides donor eye tissues for medical research, medical device research & development, and surgical training according to requested specifications.
- Vision Share serves the needs of the global market by providing tissue, quality, and choice through an effective and efficient placement system.
- Vision Share assists surgeons, hospitals and surgery centers, in gaining a patient care advantage through the collective expertise of Vision Share's innovative eye bank members.
- Vision Share's network of member eye banks consistently share their expertise within the eye banking community in order to develop, promote, and enhance programs and ocular services worldwide.

Tissue

Vision Share provides the most reliable, effective, respected, and efficient tissue ordering and placement services available. Vision Share's Distribution Center is available 24/7/365.

Surgical Whole Corneas

- Penetrating Keratoplasty (PK)
- Endothelial Keratoplasty (EK)
- Anterior Lamellar Keratoplasty (ALK)
- Keratolimbal Allografts (KLA)
- Tectonic Grafts

Custom Eye Bank Processing



- DSEK/DSAEK
- DMEK
- DMAEK
- ALK
- Femtosecond Laser-Assisted Keratoplasty (FS-LAK)
- Pre-Loaded Cornea in an Inserter Device

Other Surgical Tissue

- Long Term Preserved Corneas
- Sclera
- Amniotic Membrane
- Whole Eyes

Research Tissue

- Normal and Disease-Specific Ocular Tissue
- Medical Research
- Medical Device & Pharmaceutical R&D
- Training & Medical Education
- Tissue meeting the requirements listed in the above categories