

# CAREER PROFILES

TISSUE RECOVERY SERVICES

## MANAGER, TISSUE CALL CENTER

### OVERVIEW

The Manager of Tissue Call Center is responsible for day-to-day management of the Tissue Call Center. This role will also assist in directing the recruitment, development, and retention of department staff. The activities also include input into the orientation of new staff, as well as, any special projects which may be assigned.

### EDUCATION & WORK EXPERIENCE NEEDED

- Bachelor's degree in a health science related field or equivalent experience required.
- Minimum of three years' experience working in an OPO call center performing referral screening, family approach and Donor Risk Assessment Interview tasks required.
- 3 - 5 years management experience to include recruiting, training and supervising staff preferred.
- Experience working with OPO call center software, to include, recording software, call hierarchy, and metrics driven aspects for performance measurements.
- Experience recruiting, coaching, motivating and retaining staff.
- Experience reviewing the performance of staff, identifying training needs and planning training sessions.
- Excellent communication skills required. Must have the ability to communicate effectively with all levels of personnel and to represent the organization publicly.
- Ability to work both independently and as part of a team required.
- Ability to cope with high levels of stress and able to handle a heavy workload.





Southwest Transplant Alliance (STA) is a non-profit organization that serves as the bridge between those who make the decision to donate their organs and tissues and those who need a lifesaving transplant.

## **Our Purpose and Core Values**

STA's purpose is to save lives through organ and tissue donation and transplantation. We can accomplish our mission when all employees believe in our core values of being passionate, selfless team players.

Our caring and compassionate staff offer hope to those facing the devastating loss of a loved one. Our team works in hospitals to guide grieving families through the organ and tissue donation process and to provide the clinical services needed to recover, prepare and transport organs and tissues for those awaiting a lifesaving transplant. STA is also committed to educating the public about the need for donation and the importance of donor registration by supporting the Donate Life Texas registry.

## **An Important Role Provided Across the State**

STA plays a vital role in the recovery of donated organs and tissues for transplant. We are part of a nationwide network of agencies responsible for the coordination of the recovery and allocation of organs and tissues within our federally designated service area.

STA is affiliated with 11 hospital transplant centers that perform organ transplants. We work with these partners, along with the staff of more than 280 hospitals in 96 counties in Texas.

## **CONNECT WITH US**

