



## **Medical Supply Program Coordinator Job Description**

Partners for World Health (PWH) is a non-profit organization dedicated to reclaiming serviceable medical equipment and unused medical supplies and shipping them to hospitals and health clinics in need locally and around the world. PWH also helps to improve the local environment by redistributing items within Maine and throughout New England. In addition, PWH coordinates medical mission trips to various parts of Africa and Asia.

Through its Medical Supply Program (MSP), PWH provides a wide range of medical supplies, durable medical equipment, and biomedical equipment to individuals and organizations in exchange for financial remuneration to support PWH Operations. The MSP serves local, national and international individuals and medical communities.

PWH is seeking a dynamic, engaging and detail oriented medical professional to manage and oversee all aspects of the Medical Supply Program (MSP). PWH is an open and fast paced environment and requires someone who can quickly respond to ever-changing business needs.

### **The MSP Coordinator Responsibilities**

#### **Oversee and Manage All Requests for Medical Supply Purchases**

- Work with a wide range of individuals and organizations:
    - Medical Mission Trips Participants: Assist medical and other individuals or groups purchasing medical supplies for Medical Missions
    - School/University Sim Labs: Assist lab staff with items to stock their simulation labs
    - Medical Professionals and Health Care Organizations: Medical professionals and local non-profit organizations purchase items for their offices and clinics including equipment, furniture and medical supplies
    - Patients who need durable medical equipment working through physical and occupational therapists, home health agencies, nurses, and case managers
    - Individuals looking for home health items
  - Manage organizations, medical centers and individuals looking for items
    - Track and organize all incoming and completed requests in MSP Log
    - Respond thoughtfully and efficiently to requests
    - Follow up by phone and email message to address questions and schedule appointments
    - Coordinate appointments and pick-ups between 2 warehouse sites in Portland
    - Coordinate delivery of medical items
  - Identify, Organize and Prepare Supplies for customers
    - Request assistance from medical category leader to identify needed items
    - Manage all paperwork and process orders quickly and efficiently
    - Maintain organized records of all interactions and purchases
    - Manage inventory, organize shelves and maintain supplies for demand items
    - Proactively coordinate and seek assist with orders or client support
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- **Work directly Senior Leadership, Warehouse Manager, Operations Manager, Biomedical Team and TPR Coordinator to fill orders and address concerns**
- **Oversee the work of volunteers who assist with any orders or client support**
- **Expand outreach to find new opportunities**
  - Look for ways to increase awareness and reach within the community
  - Reach out to organizations and individuals to let them know about MSP
- **Assist with other tasks and activities as needed to support the work of PWH**

#### **Requirements**

- Experience in medical field helpful but not required:
  - RN, LPN, CNA, medical assistant, OT, PT, PT or OT assistant
- Strong experience in a customer/patient engaging environment
- Excellent communication skills: interpersonal, telephone, email
- Strong organizational skills and high level of attention to detail
- Multi-tasking and ability to think on your feet a must
- Ability to be physically active to pull orders and help customers
- Outgoing positive personality, patient and knowledgeable
- Friendly disposition and willingness to interact with diverse groups of people all day long ●
- Hard working and eager to learn
- Comfortable working independently
- Strong ability to manage multiple requests at a time
- Highly inquisitive, asks questions and seeks help when needed

#### **Flexible Job Opportunity-- Full-Time or Job Share Part-Time**

- Full-Time Role: 36 hours/week
- Part-Time Job Share: 2 people working 20 hours/week to fill 4 days
- Flexible Work Week- could be Monday-Thursday
- Hourly Rate of pay \$16-\$18/hour

**Please send a copy of your resume and cover letter to: Julie Nelson Forsyth, Director of Operations [Julie@partnersforworldhealth.org](mailto:Julie@partnersforworldhealth.org)**