Business Title: Technical Program Manager / Ocular Services
Location: Boston
Reporting to: VP of Operations

Purpose:
The Technical Program Manager ensures standardized operational practices are effectively executed at the local level and by seeking continual improvement opportunities to maximize the value of the Gift.

Key Areas of Responsibility:
Plans and directs the operation of all ocular programs. The Technical Program Manager supervises and coordinates technical operations to assure maximum effectiveness and efficiency of all technical program activities under the direct supervision of the VP of Operations. Primary emphasis of work is on directing and participating in recovery, processing and distribution of tissue in accordance with regulatory guidelines. Additionally, will assist the executive director in oversight of family services department. The Technical Program manager shall exercises considerable independent and professional managerial knowledge in the ongoing analysis and review of all technical departmental operations, technical staff training and development, quality assurance, continuous improvement processes, and financial planning as it relates to technical operations. General direction is received from the VP of Operations, who holds the Technical Program Manager responsible for the achievement of the program's operational goals and objectives.

- Technical Competencies
  - Has subject matter expertise and proficiency in all areas of technical competencies required to effectively run the facility – (EX: Donor records, donor eligibility determination, tissue evaluation/suitability, tissue processing).
  - Is capable of leading and training others.
  - Collaborates with Ocular Services and Network training resources to continually improve and enhance practices.

- Quality
  - Collaborates in the development, implementation and maintenance of written policies and procedures that support sound management and quality practices.
  - Adheres to TBI Ocular and Network Quality practices
  - Provides required data and oversight to ensure Quality standards are met at facility level.

- Accounting and Finance
  - Manages supply and inventory and ordering processes

- Program Oversight
  - Effective execution and growth of ocular programs (EX: Autologous Eye Serum, EK processing, VisionGraft, etc.).

- People
  - Assures team is qualified, trained and balanced in critical competencies required to manage facility.
Develops and engages team accordingly.
Applies people practices and programs in compliance with corporate standards and with outside regulatory agencies.

Expectations/Outcomes:
- A high degree of value for the gift we are entrusted to steward.
- Foster reciprocal relationships that ensure growth and compliance of the program.
- Act for the greater good of our joint mission with organ and tissue bank partners through a conscious effort to leverage common resources and share practices.
- Raise program awareness to TBI management/leadership through transparent communication, effective reporting, and a proactive approach to sharing of information.
- Solve practical problems and deal with a variety of variables in compliance through standard operating procedures.
- Create a method and a report to identify deficiency for follow-up training to be performed.
- Review budget and determine cost saving factors.
- Monitor the supply inventory and update the supply inventory database on a weekly basis.
- Determine benchmarks for the staff to be more proficient, if benchmarks are not met, recommended solutions should be made to the Director / Technical Operations.
- Build and develop Reciprocal Relationships
  - Help one another by sharing information, practices, talent
  - View your peers and counterparts as customers, offer exceptional customer service
- Create and offer Awareness
  - Lead your teams through your technical knowledge and expertise
- Value the Gift
  - Assure quality and patient safety at all costs

Key Qualifications, Requirements and Attributes:
- Bachelor’s degree preferred
- A minimum of five years of responsible supervisory fiscal and clinical operations management experience is required. Transplant and/or clinical pathology laboratory supervisory experience, including strong logistics experience is required.
- Successful track record in program development and excellent collaboration skills are required.
- Experience with organizing and coaching a clinical staff in continuous quality improvement.
- Financial management skills, including the ability to financially analyze data for operations, budgeting, auditing, forecasting; basic accounting knowledge; AR and reserve analysis, market analysis; staffing and financial reporting skills.
- Leadership skills to motivate cross-departmental teams’ performance towards excellence, and develop team concepts and consensus-building management styles.
- Ability to communicate and present in key forums such as executive committees.
- The ability to make a significant contribution to the organization’s overall effectiveness.
- Excellent oral, and interpersonal written communication skills, poise in teaching and consulting.
- Demonstrated data management skills, including financial reporting, budget development and analysis.
- Strong MS Office Suite skills