 <p><b>Prolacta</b> BIOSCIENCE Advancing the Science of Human Milk</p>	<h2>Job Description</h2>	<p><b>Owner:</b> Milk Bank Supervisor</p> <p><b>Revision No:</b> 1</p> <p><b>Effective Date:</b> 05/22/2017</p> <p><b>Supersedes:</b> 12/12/2016</p>
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<b>Department(s):</b>	Milk Bank
<b>Reports To:</b>	Milk Bank Supervisor
<b>Date Posted:</b>	December 21, 2017

### Company


Prolacta is the pioneer in human milk-based nutritional products for premature infants in the neonatal intensive care unit (NICU). Prolacta believes that there is no adequate replacement for human breast milk and, as such, we believe infant nutritional products should be human milk-based. As a privately held, scientifically driven company, committed to improving premature infant nutrition, we are using human milk to change the standard of care in the NICU. Prolacta operates and/or owns milk banks that provide the starting material for the products Prolacta sells.

### Job Summary

As a Milk Bank Coordinator, you will be responsible for coordinating all functions for assigned milk banks facilitated at Prolacta Bioscience. This will include following the Standard Operating Procedures (SOP) for milk banking and providing input for continued development of the SOPs for milk banking operations. This position manages donor applications through the Prolacta-owned milk banks as well as Prolacta's contracted milk banks and deals with the day-to-day operations of the milk banks, including the review of new online applications, assisting the donors with completing the qualification process and motivating the donor to collect and ship milk. We will rely on you to communicate with the donors through email and phone conversations on an as-needed basis. You also will be cross-trained to support all administrative functions of the milk banks at Prolacta Bioscience and handle other responsibilities as deemed necessary by the Milk Bank Supervisor or VP of Milk Procurement.

### Primary Duties and Responsibilities

- Facilitate the qualification process of donors from medical survey through final donation.
- Review and process donor applications and determine donor eligibility based on given guidelines.

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- Daily phone calls and emails to medical healthcare providers to obtain donor medical confirmations.
- Order blood draws and follows up with donors ensuring all eligibility requirements are met.
- Regular communication via email and phone outreach to applicants and donors.
- Provide input to improve templates, emails, phone calls to provide better donor experience.
- Drive donor recruitment and milk collection efforts to meet milk supply goals.
- Complete paperwork, electronic files in an efficient and accurate manner.
- Ensure that Prolacta milk banks are operating in accordance with current SOPs.
- Continuously provide input that will lead to improvement of the operations and standardize the practice in SOPs.
- Provide assistance to team members as needed.

### Job Requirements and Qualifications


- Ability to operate in a complex matrixed environment
- Great attention to detail and must work efficiently
- Excellent communication skills; ability to communicate well with donors
- Strong leadership and teamwork skills
- Strong organizational skills
- Must take initiative within role and have a sense of urgency
- Possess strong time management skills
- Strong PC skills, MS Outlook, Word, etc.
- Strong Critical thinking and decision making skills
- Must be able to work under pressure, meet deadlines, and be flexible when working on multiple projects simultaneously
- Flexibility to work on Saturdays if deemed necessary

### **Qualifications**

- **Average Years of Experience:** 1-2 years in years in related role
- **Typical Education Level:** Bachelor's Degree preferred

### Other Knowledge, Skills and Abilities

- Ability to work without supervision

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- Effective relationship building skills
- Ability to produce and present clear, concise and professionally written communications and presentations
- Positive attitude and motivation
- Strong business ethics

### Work Environment (Location, travel, shift, on-call, etc.)

#### **Travel**

- Less than 5 %

#### **Location**


- Office Based

### Physical Requirements

- Employee will be required to lift or carry up to 15 pounds
- Majority of time will be spent sitting, occasionally walking or standing
- a. Activities. How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

Amount of Time				
Activity	None	Up to 1/3	1/3 to 2/3	2/3 or more
Stand		x		
Walk		x		
Sit				x
Talk or hear				x
Use hands to finger, handle or feel				x
Climb or balance	x			
Stoop, Kneel, crouch or crawl	x			
Reach with hands and arms				x
Taste or smell	x			

- b. Lifting. Does this job require that weight be lifted or force be exerted? If so, how much and how often? Check the appropriate boxes below.

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Amount of Time				
Activity	None	Up to 1/3	1/3 to 2/3	2/3 or more
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

### Direct Reports

None

### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

*“Prolacta Bioscience, Inc. is an Equal Employment Opportunity Employer.”* Prolacta Bioscience, Inc. is committed to a proactive program of affirmative action and diversity development. The Company will continue to recruit, hire, train, and promote into all job levels without regard to race, religion, gender, marital status, familial status, national origin, age, mental or physical disability, sexual orientation, gender identity, source of income, or veteran status.