

Lab Process Manager

Reports To: Executive Director of Operations & Partnerships

Commitment: Up to 15 hours per week

Location: Remote

FLSA Status: Non-Exempt (hourly)

Mission & Role Summary

The Lab Process Manager (LPM) is responsible for the precise, secure, and compliant management of all physical samples related to Compass IGG & Advocacy's casework. This role is the operational expert in the chain of custody, sample preparation, and transfer logistics between external agencies, forensic labs, and other partners. The LPM ensures that all biological and evidentiary materials are handled according to the highest ethical and legal standards, directly supporting the organization's mission to resolve cases of unidentified missing persons.

Key Areas of Responsibility

Administrative Logistics Oversight

- **Remote Coordination Only:** Act as the administrative liaison between partner agencies and third-party forensic labs to coordinate the transfer of biological samples (e.g., bone fragments, tissue, hair) from partner agencies to third-party forensic labs. The LPM does not physically handle, store, receive, or transport biological samples.
- **Data Management:** Maintain meticulous digital records in the CRM detailing the location and chain-of-custody status of samples held by third-party forensic labs.
- **Sample Strategy:** Advising agency partners on the best biological sample selection for extraction based on lab capabilities.

Lab Partnership Coordination

- Serve as the primary administrative point of contact for external forensic laboratory partners.
 - Coordinate the timely submission of samples and digital documentation required by lab specifications and service contracts.
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- Monitor turnaround times and track the progress of samples undergoing testing, report any delays or issues to the Executive Director of Operations & Partnerships (EDOP).
- Ensure invoices from labs align with service agreements and assist the EDOP in tracking service usage.

Operational Compliance and SOP Adherence

- Adhere strictly to the Standard Operating Procedures (SOPs) for data security established by the EDOP.
- Proactively identify and report any potential breaches in the security of biological samples.
- Assist the EDOP in periodically reviewing and updating logistics protocols to incorporate industry best practices and emerging technologies.

Casework Support

- Collaborate with the Case Support Manager (reporting to the EDOP) to ensure that the physical status of samples aligns with case documentation and tracking.
- Provide logistical updates to the EDOP to inform the progress of IGG casework.

Qualifications & Experience

- Minimum of 3 years of experience in logistics, inventory management, or sample coordination, preferably in a sensitive field such as forensics, or laboratory science.
 - Demonstrated experience handling sensitive or high-value physical materials.
 - Strong organizational skills and obsessive attention to detail required for documentation, tracking, and compliance.
 - Knowledge of, or willingness to rapidly learn, regulations pertaining to the transport of biological samples.
 - Demonstrated experience in selection of biological samples for extraction of DNA.
 - Proficiency with Salesforce or other CRM and Google Workspace.
 - Ability to work independently and communicate effectively with high-level external partners (labs, agencies).
 - Security Mandate: Must have access to a reliable, private internet connection and a personal computer that is password protected and not shared with others.
 - Must be eligible to work in the US.
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- Vetting & Final Offer: All offers of employment with Compass IGG & Advocacy are strictly contingent upon the successful completion of a comprehensive background check.

Compensation and Benefits

- Compensation: \$20.00 - \$25.00 per hour (based on experience), for a commitment of up to 15 hours per week
- Employee Assistance Program
- Paid sick leave