



Position Title: **Distribution Technician**

POSITION SUMMARY

Provide coverage in meeting the needs of customers by monitoring product storage, performing product modification, processing customer requests, and in the performing of packing, shipping, and receiving of blood products. This position also requires availability to carry a pager and provide on-call coverage. This requires technicians to live within a 15 minute radius of Blood Bank of Alaska.

ESSENTIAL DUTIES AND RESPONSIBILITIES.

- Maintain and perform quality control of procedures and equipment. This will include temperature monitoring, thermometer checks, alarm checks, and shipping container validation.
- Monitor alarm systems; be proficient with both the building security system and the storage space monitoring system. Requires proficiency with procedures regarding monitoring storage spaces and determining appropriate action/response to an alarm event.
- Manage inventory – requires knowledge of determining the acceptability of products, product alternatives, minimum and maximum inventory levels, and the ability to determine inventory needs.
- Provide exceptional customer to include answering the phones, document orders, select appropriate products, pack, ship and receive blood products to and from customers in Alaska and the lower 48. This often requires meeting courier or airline schedules.
- Provide on call coverage by carrying a pager and living within 15 minutes of Blood Bank of Alaska.
- Perform Resource Sharing by contacting other blood centers to purchase/sell blood products. Develop avenues for new contract leads. Strong customer service, selling and negotiation skills required. Ability to ensure a quality blood product is sold at a profitable margin. Present contract leads to CEO for final approval.
- Import blood products into Blood Bank of Alaska on an as needed basis to ensure that our customer needs are met.
- Perform component product modification (leukocyte reduction, washing, volume reduction, etc.)
- Perform irradiation
- Perform Product labeling
- Maintain work areas, supplies and equipment in proper condition.
- Review reports and records.
- Perform other duties as required.

This position has the potential to be cross trained in the following areas:

- Monitor Bacterial Detection (BD) testing system
- Component Processing (whole blood and apheresis collections)
- Central Receiving

CUSTOMER INTERACTION/PROBLEM SOLVING

Must maintain a high standard for conscientious, courteous, and enthusiastic service to internal and external customers, and the public in general. Must make customer's needs a high priority in face-to-face or telephone contact. Must consistently deliver service in a timely, accurate, professional and friendly manner. Demonstrate a high level of problem-solving skills.



QUALIFICATION REQUIREMENTS

To perform this job successfully, each essential duty (as listed above) must be performed satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

GENERAL KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to follow written procedure.
2. Ability to prioritize workflow to optimize products manufactured.
3. Writing must be legible and recording of product information must be exact.
4. Must be able to maintain a calm demeanor when stressed.
5. Make responsible decisions and obtain assistance if needed.
6. Must have strong customer service, telephone manners, and communication skills.
7. Must be able to maintain donor confidentiality.
8. Able to adapt to change.
9. Work harmoniously with others.
10. Maintain a high degree of tact and discretion in all contact with donors and customers.
11. Present a professional appearance and attitude.
12. Take great care when working with technical equipment.
13. Meet physical demands necessary for effective job performance.
14. Use universal precautions when in contact with potentially infectious materials such as blood specimens or blood products.
15. Recognize problems, identify causes, and find solutions.
16. Utilize computer software (including BBCS) and hardware as required.
17. Strong interpersonal and communication skills.
18. Ability to foster a working environment conducive to excellent customer service.
19. Good organizational skills.
20. Ability to problem solve, and to make quality decisions.
21. Knowledge of general safety and quality assurance procedures.
22. Ability to maintain confidentiality.
23. Strong computer skills.
24. Must be able to stand or sit for long periods of time while performing duties.
25. Must be able to lift heavy boxes. (Up to 60 lbs.)
26. Must be able to perform repetitive motions and recording.

EDUCATION

H.S. Diploma required

EXPERIENCE

Demonstrated experience in a regulated distribution environment strongly preferred.

WORKING CONDITIONS

Potential hazard due to exposure to blood or other potentially infectious materials. The Blood Bank of Alaska follows OSHA Bloodborne Pathogens Standards in the workplace. BBA provides vaccination for Hepatitis B if desired and provides for personal protective equipment as needed for the position.