



BLOOD BANK OF ALASKA POSITION DESCRIPTION

Position Title:	Donor Caller
Department:	Donor Recruitment/Collections
Reports To:	Donor Recruitment Supervisor
FLSA:	Non- Exempt
Position(s) Supervised:	None

POSITION SUMMARY

The Donor Caller will contact blood donors by telephone to encourage and schedule additional blood donations, inform donors about new blood related medical issues, and respond to questions. The Donor Caller will have a quality control function by directly communicating with blood donors to extend our appreciation to new donors, thank donors that reach special milestones, and resolve any basic concerns presented by volunteer blood donors.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serve as a resource to staff and donors for routine questions regarding donor eligibility.
2. Contact current volunteer blood donors to meet current blood needs.
3. Maintain familiarity with donor requirements and upcoming blood drives.
4. Stay informed and updated on changing blood regulations. Utilize resources available to answer internal and external customer inquiries.
5. Maintain a customer service driven approach dedicated to achieving draw goals through donor calling, appointment setting and follow up communication.
6. Exhibits support of BBA values, quality objectives, and customer service standards at all times.
7. Maintain positive image of BBA throughout the community with positive, professional and courteous telephonic communication.
8. Demonstrate excellent phone etiquette at all times, regardless of donor demeanor. Display professional courtesy during each interaction with internal and external customers.
9. Compile information for internal/external complaints and route appropriately.
10. Contribute to quality control by verifying filing system of donor records is complete and accurate.
11. Other duties as assigned and trained to perform based on changing needs.
12. Must make a minimum of 15 calls per hour.
13. Performs other duties as assigned and qualified to perform.

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.

- Excellent written and verbal communication skills.
- Exceptional organizational skills and ability to prioritize work.
- Ability to work independently and adapt to fluctuating workloads.



- Must be able to interface effectively and harmoniously with employees in all departments.
- Must represent the Blood Bank of Alaska in a professional manner at all times.
- Must be computer literate; proficient in Word and database software.

KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to work with others to achieve departmental and organization goals and objectives.
2. Ability to utilize abilities and talents effectively.
3. Demonstrate a positive attitude toward one’s work and job.
4. Ability to act honestly and with integrity, showing respect for laws, the rights of others, and Blood Bank of Alaska mission.
5. Ability to adapt to various situations, to work effectively with a variety of individuals and groups, to understand and appreciate different and opposing perspectives of an issue, and to adapt one’s approach as the requirements of the organization/department change.
6. Ability to change within the organization or to change job requirements as needed.
7. Retains subject matter expertise in field or profession.

GENERAL KNOWLEDGE, SKILLS AND ABILITIES

1. Strong interpersonal and communication skills.
2. Ability to foster a working environment conducive to excellent customer service.
3. Good organizational skills.
4. Ability to problem solve, and to make quality decisions.
5. Ability to maintain confidentiality.
6. Ability to stand, sit and walk for long periods of time.
7. Ability to lift 30lbs.

EDUCATION

HS Diploma or GED.

EXPERIENCE

- Experience working in a role with community involvement.
- Demonstrated ability to meet goals established.
- Demonstrated experience in dealing with the public in a problem solving capacity.

CERTIFICATES, LICENSES, ETC.

None required

WORK ENVIRONMENT

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. Must be able to lift approximately 30 lbs.

The above is intended to describe the job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not to be construed as an exhaustive statement of all of the supplemental duties, responsibilities, or non-essential requirements.



My signature below indicates that I have read and understood the position description and agree to perform the duties as stated.

Employee Print Name

Employee Signature

Date

Supervisor Signature

Date