



## BLOOD BANK OF ALASKA POSITION DESCRIPTION

Position Title: <b>Fairbanks Center Receptionist</b>
Department: <b>Collections</b>
Reports To: <b>Fairbanks Center Manager/Director of Collections</b>
Position(s) Supervised: None

POSITION SUMMARY
Operates multi-line telephone system to answer incoming calls; directs callers to appropriate personnel by performing the following duties; completes a variety of administrative duties. Greet, register and assist donors/visitors who present at this location.

ESSENTIAL DUTIES AND RESPONSIBILITIES
<p><b>Primary Responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Answer the telephone, route calls promptly, take and forward messages as necessary</li> <li>2. Greet and register donors promptly; assist them or direct them to the appropriate person</li> <li>3. Greet visitors, assist them or direct them to the appropriate person</li> <li>4. Complete clerical/word processing work as assigned.</li> <li>5. Provide additional administrative help as necessary to the Donor Services staff.</li> <li>6. Keep reception and donor waiting area neat and organized (keep papers filed, canteen area stocked and clean.</li> <li>7. Remain in the reception area during normal hours of operation</li> <li>8. Other duties as assigned and trained/qualified to perform</li> </ol>

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.

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. Able to stand And/or sit for long periods of time and lift up to 50lbs.

GENERAL KNOWLEDGE, SKILLS AND ABILITIES
<ol style="list-style-type: none"> <li>1. Must have strong telephone manners and communication skills.</li> <li>2. Maintain the confidentiality of donors and personnel.</li> </ol>



- 3. Demonstrated ability to provide excellent customer service skills.
- 4. Ability to work as part of a team.
- 5. Excellent attention to detail.
- 6. Ability to represent the Blood Bank of Alaska in a professional manner at all times.
- 7. Ability to maintain a calm demeanour in stressful situations
- 8. Ability to follow written procedures
- 9. Ability to prioritize workflow to process time-sensitive material.

**EDUCATION**

H.S. Diploma or equivalent. Some computer experience preferred. Knowledge of Microsoft Office.

**EXPERIENCE**

Previous experience working in a fast paced environment preferred.

**CERTIFICATES, LICENSES, ETC.**

N/A

**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. Hours of work will be established by supervisor.

**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 for Fairbanks Center Receptionist and agree to perform the duties as stated.

\_\_\_\_\_  
**Employee Print Name**

\_\_\_\_\_  
**Employee Signature      Date**

\_\_\_\_\_  
**Supervisor Signature      Date**