



**BLOOD BANK OF ALASKA POSITION DESCRIPTION**

Position Title:	<b>Hospital Services Technician</b>
Department:	<b>Technical Services</b>
Reports To:	<b>Hospital Services Manager</b>
FLSA:	<b>Non-Exempt</b>
Position(s) Supervised:	<b>None</b>

**POSITION SUMMARY**

Provide 24/7/365 coverage in meeting the needs of customers by performing product modification, monitoring product storage, processing customer hospital requests, and in the performing of packing, shipping, and receiving of blood products. This position also requires availability to carry a cell phone provided by BBA to assure on-call coverage; requires technicians to live within a 15 minute radius of Blood Bank of Alaska. Employees must be able pass a background check by the Transportation Security Administration (TSA), as well as a Federal / Finger Print Background Check.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintain and perform quality control of procedures and equipment. This will include, but not limited to, temperature monitoring, thermometer checks, alarm checks, and shipping container validation.
2. 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.
3. Manage inventory – requires knowledge of determining the acceptability of products, product alternatives, minimum and maximum inventory levels, and the ability to determine inventory needs.
4. Provide exceptional customer service 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.
5. Provide on call coverage by carrying a pager and living within 15 minutes of Blood Bank of Alaska.
6. 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 Hospital Services Manager for review.
7. Import blood products into Blood Bank of Alaska on an as needed basis to ensure that BBA’s customer needs are met.
8. Perform component product modification (leukocyte reduction, washing, volume reduction, cryoprecipitate production, etc.); perform irradiation; perform Product labeling.
9. Assisting in review of plasma shipments and other Component Production duties as assigned by Hospital Services Manager.
10. Maintain work areas, supplies and equipment in proper condition.
11. Review reports and records.
12. Performs other duties as assigned.



**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; writing must be legible, recording of product information must be exact and immediate.
2. Strong interpersonal, communication, organizational and computer skills.
3. Ability to prioritize workflow to optimize products manufactured /shipped.
4. Must be able to maintain a calm demeanor when stressed; make responsible decisions and obtain assistance if needed.
5. Must have strong customer service; ability to foster a working environment conducive to excellent customer service.
6. Must be able to maintain donor confidentiality.
7. Maintain a high degree of tact and discretion in all contact with donors and customers; present a professional appearance and attitude; work harmoniously with others.
8. Meet physical demands necessary for effective job performance; must be able to lift heavy boxes (up to 50 lbs.)
9. Knowledge of general safety and quality assurance procedures; use universal precautions when in contact with potentially infectious materials such as blood specimens or blood products.
10. Ability to problem solve and to make quality decision; recognize problems, identify root causes and find solutions.
11. Utilize computer software (including LifeTrak) and hardware as required; take great care when working with technical equipment.
12. Must be able to stand or sit for long periods of time while performing duties; be able to perform repetitive motions and recording.

**EDUCATION**

High School degree required.

**EXPERIENCE**

Previous experience in a regulated environment working with blood-borne pathogens or similar hazardous material strongly preferred. Other experience to be evaluated on a case by case basis. Previous experience



working in a Medical Field preferred.

**WORKING CONDITIONS**

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

**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 Hospital Services Technician and agree to perform the duties as stated.**

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

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date