



BLOOD BANK OF ALASKA POSITION DESCRIPTION

Position Title:	Driver/Courier (Primary)
Department:	Hospital Services
Reports To:	Hospital Services Manager
Date Updated:	June 20, 2017
Position(s) Supervised:	None

POSITION SUMMARY

Deliver and pick-up blood products and related materials and supplies to and from designated locations. Maintain schedules of critical deliveries to the airport for blood shipment, product pick-up from the airport as required and needed transport to the hospitals as requested. When fulfilling the requirement of Coach Driver, transport team members to designated blood drive location, perform required maintenance and stabilization of LifeMobile. Must ensure smooth operations of equipment set-up as needed, participate in donor registration as trained and competent to perform, and be an essential member of the operational component of the designated mobile team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Driver/Courier (Primary):

- Drive the designated vehicle for delivery or pick up as needed. Deliver products, materials and supplies as assigned.
- Maintain courier log as directed by supervisor.
- Follow written and oral instructions, asking questions and involving appropriate parties as necessary.
- Prioritize and change route with little to no notice depending on needs of the center, mobile drive sites, customers served and airline schedule.
- Acknowledge and work to resolve service complaints.
- Place stock on shelves or racks at main center and warehouse as needed. Pack supplies as needed for satellite centers, mobile teams, and center replenishment.
- Ensure procurement of empty containers and/or boxes as required.
- Follow all procedures required to preserve the quality of the blood product. Maintain a high level of integrity for blood product delivery, pick up and quality control.
- Issue or obtain customer signature on receipt or delivery as necessary.
- Provide support as needed for building and grounds maintenance, repair and overall janitorial duties as assigned.

Coach/LifeMobile (Secondary):

- Fill in as Coach Driver as needed, providing safe transport of the BBA LifeMobile and all associated equipment to designated site.
- Provide safe transportation via BBA LifeMobile of mobile team members to different locations throughout the state as scheduled to do.



- Ensure that all necessary maintenance/upkeep is completed for the LifeMobile. Perform appropriate pre-inspection of vehicle(s) prior to departure.
- Perform all duties in compliance with applicable regulatory agencies (OSHA, DOT, cGMP standards)
- Overnight/out of town travel as scheduled.

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 meet deadlines in a constantly changing environment.
2. Ability to follow written procedure.
3. Ability to prioritize workflow to optimize efficiency.
4. Writing must be legible and recording of information accurate.
5. Must be able to maintain a calm demeanor in all situations.
6. Make responsible decisions and obtain assistance if needed.
7. Must have strong customer service, telephone manners, and communication skills.
8. Must be able to maintain donor confidentiality.
9. Able to adapt to change.
10. Work harmoniously with others.
11. Maintain a high degree of tact and discretion in all contact with donors and customers.
12. Present a professional appearance and attitude.
13. Treat all BBA equipment, vehicles and material with utmost care.
14. Meet physical demands necessary for effective job performance.
15. Use universal precautions when in contact with potentially infectious materials such as blood specimens or blood products.
16. Recognize problems, identify causes, and find solutions.
17. Must be able to stand or sit for long periods of time while performing duties.
18. Must be able to lift heavy boxes on a routine basis. (Up to 60 lbs.)
19. Must be able to perform repetitive motions and recording.

EDUCATION, LICENSES, CERTIFICATIONS

H.S. Diploma required; current Alaska Driver’s License; must be able to obtain a Class B CDL



EXPERIENCE

Experience relevant to responsibilities of position.

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.

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 Driver/Courier and agree to perform the duties as stated.

Employee Print Name

Employee Signature Date

Supervisor Signature Date

Supervisor Signature Date