



BLOOD BANK OF ALASKA POSITION DESCRIPTION

Position Title:	Hospital Services and Manufacturing Manager
Department:	Hospital Services
Reports To:	Director of Hospital Services and Manufacturing
FLSA:	Exempt
Position(s) Supervised:	Hospital Services Technicians, BBA Courier(s), Component Laboratory Technicians

POSITION SUMMARY

Ensure there is an adequate blood supply to meet customer needs. Oversee import of needed blood components and actively export excess blood products, as needed. Ensure blood products are stored and monitored in compliance with FDA, AABB and Blood Bank of Alaska’s (BBA) regulatory requirements. Ensure adherence and compliance to BBA’s Standard Operating Procedures (SOPs). Oversee the processing, packing and shipping of blood products. Oversee the quality control program for storage of blood products. Provides oversight and technical assistance in the components laboratory. Review the production records performed by Hospital Services and Components staff. Respond to occurrences and customer complaints related to blood product distribution issues in a timely and professional manner. Responsible for reviewing shipping and billing documents and making appropriate adjustments. Maintain the Supplier Qualification of Blood Product Import sources and Customer Hospital Qualification to return blood products. Act as liaison for BBA during an emergency (emergency, crisis or natural disaster). Assist the Director of Hospital Services and Manufacturing (and others as needed) with planning, evaluating and monitoring of Standard Operating Procedures, validations and implementation of special projects at BBA. The Hospital Services and Manufacturing Manager will be responsible for scheduling and supervising the Hospital Services and Components staff, including the on-call schedule and will provide on-call coverage when staff call-in-sick, on vacation, or as necessary. 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

- Performs/Supervises distribution functions including shipping and importing of blood products, processing returns and transfers, and performing product modification (filtering, SCD, irradiation, washing, volume reduction, etc.).
- Performs/Supervises Components Laboratory including: receipt of whole blood, creation of blood products, boxed products shipments and product modification (filtering, cryoproduction, etc.)
- Participates in selecting, orienting, and training employees; maintaining a safe, secure, and legal work environment; developing personal growth opportunities.
- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
- Schedule staff and create on-call schedule; provide on-call coverage when staff is sick, on vacation and as necessary.
- Attend management meetings.
- Review production reports, Occurrence Reports and customer complaints related to product distribution issues and resolve them in a timely and professional manner.
- Review shipping and billing documents and make appropriate corrections/adjustments as needed.



- Oversee quality control, preventative maintenance, repairs and calibration for equipment. Review and maintain appropriate documentation. Ensure that all equipment is used as directed. Ensure staff implements new forms on implementation date.
- Maintains quality customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system improvements.
- Maintain the Supplier Qualification of Blood Product Import sources and Customer Hospital Qualification to return blood products.
- Assume an active role as liaison during emergency situations and participate in drills as needed. Assist in developing BBA’s disaster plan and training.
- Complete required documentation for changes in employee status, training, and computer access.
- Utilize and enforce cGMP principles, AABB standards, OSHA guidelines and BBA SOPs.
- Assist the Director of Hospital Services and Manufacturing perform validations, implement special programs and projects and help develop and revise Standard Operating Policies and procedures manuals.
- Help maintain a positive image of BBA throughout the community and State of Alaska.
- Exhibit support of BBA values, quality objectives, and customer service at all times. Promote the strategic direction of BBA to all employees.
- Promote a positive work environment in which staff work cooperatively towards objectives.
- Maintain donor and employee confidentiality.
- Build a customer service driven staff.
- Route issues appropriately to support departments. Maintain communication through all levels of organization, encourage employees to utilize appropriate support departments as necessary to resolve issues and answer questions.
- Build employee morale through recognition, strong leadership, and constructive feedback.
- 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.
- Ability to problem solve and to make quality decisions; recognize problems, identify root causes and find solutions.

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

- Strong interpersonal and communication skills.
- Experience with Microsoft Office applications (Word and Excel). Ability to type and operate a personal computer.
- Ability to work independently, self- motivated, perform tasks of a detailed nature accurately within required timeframes, and adapt to fluctuating workloads.



- Ability to identify needed changes in procedures, practices, goals and direction or structure of the department; ability to promote and implement these changes in an effective and timely manner; ability to problem solve and make quality decisions.
- Ability to work with others to achieve departmental and organization goals and objectives; ability to instruct and train on a continuous basis; ability to foster a working environment conducive to excellent customer service; ability to motivate employees.
- Ability to work effectively to improve the skills of employees by providing clear, specific and helpful performance feedback and effective coaching and mentoring.
- Exceptional organizational skills and ability to prioritize work.
- Ability to problem solve at a high level through interpretation of regulatory guidelines, industry standards, BBA standard operating procedures, and quality focused decision making.
- Ability to interface effectively and harmoniously with employees and donors.
- 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. .
- Knowledge of general safety and quality assurance procedures.
- Ability to maintain confidentiality of donors, customers, employees and BBA business information.
- Meet physical demands necessary for effective job performance; must be able to lift heavy boxes (up to 50 lbs.)

EDUCATION

High School Diploma required, Associates or Bachelors Degree in relevant field preferred

EXPERIENCE

Minimum three years of supervisory experience. Experience in multi-account sales environment with strong emphasis on customer service and profit building. Demonstrated work experience in a highly regulated environment. Experience in a relevant manufacturing environment strongly preferred. Other experience to be evaluated on a case by case basis.

Certificates, Licenses, Etc.

None

Work Environment

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. Should be able to sit, stand and walk for prolonged periods of time. Must be able to lift at least 30 pounds.

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 and Manufacturing Manager and agree to perform the duties as stated.



Blood Bank of Alaska
Helping Alaska patients in need

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Employee Print Name

Employee Signature

Date

Supervisor Signature

Date