



BLOOD BANK OF ALASKA POSITION DESCRIPTION

Position Title:	Donor Recruitment Supervisor
Department:	Collections
Reports To:	Director of Collections and Recruitment
FLSA:	Exempt
Position(s) Supervised:	Donor Callers

POSITION SUMMARY

The Donor Recruitment Supervisor is responsible for the development and direction of programs related to the recruitment and retention of blood donors. Oversight of the coordination of fixed site blood drives in Anchorage, ensuring that they are in accordance with the regulatory agency standards including AABB and FDA. The Donor Recruitment Supervisor will also have oversight of the call center tele-recruiters, ensuring they are maintaining a customer service driven approach with donors while helping to meet the needs of customer hospitals and patients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Direct responsibility for the Tele-recruiters. This will include working in partnership with the Assistant Director of Operations – Collections and Human Resources Office on employee recruitment, interviewing, hiring, disciplinary actions and terminations. This position will also be required to perform timely performance appraisals on all applicable employees.
- Work in partnership with the Mobile Manager and Fixed Site Managers on ensuring recruitment/collections meet customer hospital needs and BBA objectives. Develop and implement a customer service driven Tele-recruitment staff dedicated to achieving BBA objectives through donor calling, appointment setting and follow up communication.
- Maintain proficiency as a Community Coordinator to provide additional coverage as needed.
- Oversight of “special” off-site blood drives accounts, e.g. military and oil company drives
- Develops and recommends donor recruitment, recognition and retention programs.
- Maintain oversight of program development for on-site blood drives at BBA Main Center and Dimond Mall.
- Ensure all programs are communicated to the appropriate staff in a timely manner, creating awareness among staff and the public of current and pending programs.
- Develops metrics, maintains files on materials, plans and initiatives implemented towards Blood Donors and tracks results.
- Provide training and education to employees initially and on an ongoing basis concerning expectations of Donor Caller. Training should also be performed with any relevant changes at BBA to ensure communication is maintained at all levels of staffing.
- Provide donor related material and information for BBA website and newsletters as applicable.
- Provide input for budget needs and issues. Work within a defined budget for applicable department.
- Exhibits support of BBA values, quality objectives, and customer service standards at all times.
- Help maintain positive image of BBA throughout the community and State of Alaska while maintaining overall corporate image.
- Establish clear expectations for all staff relating to their job descriptions.
- Create and monitor performance standards for all areas and positions.
- Other duties as assigned and trained to perform based on changing needs.



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.
- Minimum 3 years sales and staff management experience.
- Must represent the Blood Bank of Alaska in a professional manner at all times.
- Must be able to travel as needed throughout the Anchorage area and on occasional statewide travel.
- Must be computer literate; proficient in Word and Excel database software.

SUPERVISORY KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to identify needed changes in procedures, practices, goals, direction or structure of the department. Ability to promote and implement these changes effectively in a timely manner.
2. Ability to ensure that department budgets are followed and objectives are met. Effectively monitor resources and progress.
3. Ability to work with others to achieve departmental and organization goals and objectives.
4. Ability to empower employees to utilize their abilities and talents effectively.
5. Ability to work effectively to improve the skills of employees by providing clear, specific and helpful performance feedback, and effective coaching and mentoring.
6. Demonstrate a positive attitude toward one's work and job.
7. Ability to act honestly and with integrity, showing respect for laws, the rights of others, and Blood Bank of Alaska mission.
8. 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.
9. Ability to change within the organization or to change job requirements as needed.
10. Ability to motivate employees.
11. Retains subject matter expertise in field or profession.
12. Maintain clean driving record applicable to being an authorized driver with the Blood Bank of Alaska.

GENERAL KNOWLEDGE, SKILLS AND ABILITIES

1. Strong interpersonal and supervisory 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. Knowledge of general safety and quality assurance procedures.
6. Ability to instruct and train on a continuous basis.
7. Ability to maintain confidentiality.



EDUCATION

Bachelor’s degree in Marketing, Public Relations, or Communications preferred, or equivalent work experience in a sales environment.

EXPERIENCE

- Experience working in a role with community involvement.
- Demonstrated ability to meet and exceed goals established.
- Previous experience in a role requiring the motivation of staff during routine, repetitive tasks.
- Demonstrated experience in dealing with the public in a problem solving capacity.

CERTIFICATES, LICENSES, ETC.

Valid Driver’s License

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.

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 Donor Recruitment Supervisor and agree to perform the duties as stated.

 Employee Print Name

 Employee Signature Date

 Supervisor Signature Date