

BLOOD BANK OF ALASKA POSITION DESCRIPTION

Position Title:	Juneau Center Manager
Department:	Collections
Reports To:	Director of Collections and Recruitment
Position(s) Supervised:	All Juneau Staff

POSITION SUMMARY

The Juneau Center Manager is responsible for oversight and coordination of the daily operational collection functions and related product processing work flow for the Juneau Center. Directs the activities of such team to facilitate reaching and exceeding goal. Oversight and partnership with BBA management team in planning, program formulation, and technical decision making with particular reference to the role, functions, and operation of the blood bank's technical areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Coordinate the work flow at the Blood Bank of Alaska, Juneau. Plan, evaluate, implement and monitor standard operating and special blood banking procedures to ensure safety of blood products with FDA and AABB regulatory requirements, collections and distributions.
2. Develop and maintain staff proficiencies while maintaining own proficiencies as well in all aspects of donor processing.
3. Oversight of appropriate blood inventory level.
4. Responsible for all technical activities of blood center operations to include evenings, weekends and holidays and supervises on call staff as applicable.
5. Assist with staff training and competency evaluations in conjunction with the Training and Development Manager. Perform center training as necessary. Complete required paperwork for maintenance of training files.
6. Oversee hiring, training, evaluating, supervising, scheduling and termination of all personnel, using support departments as necessary and required to do.
7. Ensures that supply inventory/equipment repair requests are submitted on a timely basis. Responsible for oversight of ordering of supplies, inventory and functions related to the appropriate functioning of the Juneau Center.
8. Oversight of hiring, performance evaluation and disciplinary review of all staff as needed.
9. Helps to investigate external complaints and participates in resolution of in-house discrepancies for the BBA Juneau Center.
10. Utilizes and enforces cGMP principles, AABB Standards, OSHA guidelines and BBA SOP's. Review all potential federal, AABB, and CLIA guidelines and regulations to assure compliance. Review QC records for compliance with SOP and industry standards as needed.
11. Maintain donor and employee confidentiality.
12. Coordinate and promote positive community relations, serving as a BBA representative.
13. Maintain positive communication with Director of Collection and Recruitment.
14. Maintain a clean, quality standard in facility. Train staff on quality standards to ensure compliance.
15. Build a customer service driven staff dedicated to donor comfort and safety while ensuring donors have a pleasant experience at our BBA center. Resolve customer complaints/issues immediately, using appropriate support departments as needed.



16. 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.
17. Build employee morale through recognition, strong leadership, constructive feedback and performance appraisal.
18. Exhibits support of BBA values, quality objectives, and customer service standards at all times. Promote the strategic direction of BBA to all employees.
19. Provide leadership support to all levels of supervisors and staff.
20. Help maintain positive image of BBA throughout the community and State of Alaska while maintaining overall corporate image.
21. Promote a positive work environment in which staff work cooperatively towards objectives.
22. Serve as the Point of Contact for SOP implementation.
23. Serve as the on-call staff member for equipment failures, power outages and building alarms when necessary and required to do so.

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. Also, must be able to stand and sit for long period of time and lift up to 50lbs.

SUPERVISORY KNOWLEDGE, SKILLS & ABILITIES (if applicable)

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 work with others to achieve departmental and organization goals and objectives.
3. Ability to work effectively to improve the skills of employees by providing clear, specific and helpful performance feedback, and effective coaching and mentoring.
4. Demonstrate a positive attitude toward one's work and job.
5. Ability to act honestly and with integrity, showing respect for laws, the rights of others, and Blood Bank of Alaska mission.
6. 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.
7. Ability to change within the organization or to change job requirements as needed.
8. Ability to motivate employees.
9. Retains subject matter expertise in field or profession.

GENERAL KNOWLEDGE, SKILLS AND ABILITIES

1. Strong interpersonal and 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. Strong writing skills.
7. Ability to instruct and train on a continuous basis.
8. Ability to maintain confidentiality.
9. Strong computer skills.

EDUCATION

HS Diploma; Bachelor's Degree in relevant field strongly preferred.

EXPERIENCE

Minimum five years of supervisory experience, preferably in a blood bank or hospital environment.

CERTIFICATES, LICENSES, ETC.

CPR, First Aid; Current 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 Juneau Center Manager and agree to perform the duties as stated.

Employee Print Name

Employee Signature

Date

Manager Signature

Date