



Blood Bank of Alaska Position Description

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

POSITION SUMMARY

This position will be responsible for:

- Oversight and coordination of the daily operational collection functions and related product processing work flow for the BBAJ 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.
- Facilitates reaching and exceeding the performance standards as well as Fixed site, Mobile and BBA objectives

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop and implement a fixed site team that embraces customer service and ownership for meeting donor recruitment/collection goals while providing the donor with a pleasant, safe experience with BBA.
- Resolve customer complaints/issues immediately, using appropriate support departments as needed.
- Oversight of the daily work flow for Juneau Center.
- Maintain open communication with the Director of Collections & Recruitment.
- Assist with supply/equipment and staffing issues as necessary.
- 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.
- Mentor and communicate to staff all performance and operational expectations and complete performance evaluations.
- Responsible for all technical activities of blood center operations to include evenings, weekends and holidays and supervises on call staff as applicable.
- Participate in hiring, training, evaluating, supervising, scheduling and termination of all personnel, using support departments as necessary and required to do.
- Oversight of hiring, performance evaluation and disciplinary review of all staff as needed.
- Responsible for oversight of ordering of supplies, inventory and functions related to the appropriate functioning of the Juneau Center.
- 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.
- Coordinate and promote positive community relations, serving as a BBA representative.
- Maintain a clean, quality standard in facility. Train staff on quality standards to ensure compliance.
- Maintain positive communication with Director of Collections, Anchorage Fixed-Site, Mobile Manager, team members and recruiting staff.
- Maintains all competencies and performs in the role of Donor Services Technician.
- Reports training issues for team members to the Director as soon as they are noted as problematic.
- Performs team member training and competency evaluation.
- Documents and reports attendance problems (tardiness/absenteeism) to Director as they occur.
- Addresses disciplinary problems with team members as they occur, and notifies the Director/H.R. of the problem immediately.
- Helps to investigate external complaints and participates in resolution of Occurrence Reports.
- Will represent the Blood Bank of Alaska in a professional manner at all times.
- Maintains donor confidentiality.
- Performs regularly scheduled Quality Control (QC), ensures the equipment is properly cleaned, fills out appropriate documentation for cleaning logs, and ensures that any needed maintenance is accomplished as necessary.
- Leads staff by upholding and demonstrating the essential behaviors and all BBA policies.
- Responsible for ensuring professional and courteous behavior by team members at all times



- Execute sound decision making by emphasizing donor safety, product safety, customer service and utilization of management support in resolving technical, behavioral and support service(s) related issues.
- Perform 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.
- Must 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

- Strong interpersonal and communication skills.
- Ability to foster a working environment conducive to excellent customer service.
- Good organizational skills.
- Ability to problem solve, and to make quality decisions.
- Knowledge of general safety and quality assurance procedures.
- Strong writing skills.
- Ability to instruct and train on a continuous basis.
- Ability to maintain confidentiality.
- Strong computer skills.

EDUCATION

HS Diploma or equivalent required.

EXPERIENCE

Must have current competencies in all aspects of donor collections. Requires basic computer skills and related Collections training relevant to job role.

CERTIFICATES, LICENSES, ETC.

Minimum: Valid Driver's License
Preferred: CPR, First Aid

WORK ENVIRONMENT

- Must be able to lift at least 50 pounds and stand, sit and walk for long periods of time.
- 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 Fairbanks Team Lead and agree to perform the duties as stated.

Employee Print Name

Date

Employee Signature