



Blood Bank of Alaska Position Description

Position Title:	Hospital Services and Manufacturing Technician
Department:	Hospital Services
Reports To:	Hospital Service and Manufacturing Manager
Position(s) Supervised:	None

POSITION SUMMARY

This position will be responsible for:

- Prepare blood components from whole blood, process red cell components from apheresis collections, label blood products, and perform product modifications.
- Receive units from fixed sites and mobile locations.
- Provide 24/7/365 coverage in meeting the needs of customers by performing product modification, monitoring product storage, processing customer hospital requests, and in the performing of packing, shipping, and receiving of blood products.
- Perform computer functions appropriate for blood product receipt, processing, labeling and distribution.
- Employees 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

- Perform central receiving duties for receipt of blood product batches from fixed site and mobile collections.
- Perform initial steps required for component preparation. Evaluate and prioritize incoming blood products for appropriate component production. Process technically unusable units.
- Prepare blood components from whole blood and process components from Apheresis collections; following standard operating procedures.
- Perform component product modification: leukocyte reduction, cryoprecipitate production, volume reduction, etc.
- Pre-box and make plasma shipment for recovered plasma; make additional 'product' shipments for further manufacture as contracts are obtained by BBA; rotate plasma out of in-process freezer; place into walk-in freezer sorted by date and product.
- Maintain and perform quality control of procedures and equipment. This will include, but not limited to, temperature monitoring, thermometer checks, alarm checks, and shipping container validation.
- Monitor alarm systems; be proficient with both the building security system and the storage space monitoring system. Requires proficiency with procedures regarding monitoring storage spaces and determining appropriate action/response to an alarm event.
- Provide exceptional customer service to include answering the phones, document orders, select appropriate products, pack, ship, and receive blood products to and from customers in Alaska and the lower 48. This often requires working with couriers or airlines.
- Perform Resource Sharing by contacting other blood centers to purchase/sell blood products; strong customer service, selling and negotiation skills required; ability to ensure a quality blood product is sold at a profitable margin; present contract leads to Hospital Services Management for review.
- Import blood products into Blood Bank of Alaska on an as needed basis to ensure that BBA's customer needs are met.
- Provide on call coverage when needed.
- Maintain work areas, supplies, and equipment in proper condition.
- Maintain accurate records (electronic and paper). Generate appropriate electronic reports. Perform necessary record review.
- Works within scope of position to assist management with the investigation and resolution of any problems with procedures or processes.
- Ability to adjust to changes in schedule. Position may include off hours and/or weekends
- Performs 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.
- Demonstrate a high level of problem-solving skills and has the ability to take direction.

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.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to follow written procedure; writing must be legible and recording of product information must be exact.
- Strong interpersonal, communication, organizational and computer skills; ability to prioritize workflow to optimize products manufactured.
- Must be able to maintain a calm demeanor when stressed; make responsible decisions and obtain assistance if needed.
- Must have strong customer service; ability to foster a working environment conducive to excellent customer service.
- Must be able to maintain donor/patient confidentiality.
- Maintain a high degree of tact and discretion in all contact with donors and customers; present a professional appearance and attitude; work harmoniously with others.
- Meet physical demands necessary for effective job performance; must be able to lift heavy boxes (up to 60 lbs.)
- Knowledge of general safety and quality assurance procedures; use universal precautions when in contact with potentially infectious materials such as blood specimens or blood products.
- Ability to problem solve and to make quality decision; recognize problems, identify root causes and find solutions.
- Utilize computer software and hardware as required; take great care when working with technical equipment.
- Must be able to stand for long periods of time while performing duties; be able to perform repetitive motions and recording.
- Able to stand for long periods of time and lift up to 50 lbs.

EDUCATION

H.S. Diploma.

EXPERIENCE

Previous experience in a regulated environment working with blood-borne pathogens or similar hazardous material preferred. Other experience to be evaluated on a case by case basis.

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.
- BBA provides vaccination for Hepatitis B if desired and provides for personal protective equipment as needed for the position (such as lab coats and gloves).

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 Technician and agree to perform the duties as stated.

 Employee Print Name

 Date

 Employee Signature

08/19 tk