



JOB DESCRIPTION

Title: Donor Services Representative
Dept: Donor Services
Date: February 4, 2011
Employee: Regular full-time or part-time
Supv: Various - Donor Services Manager, Team Leader
Exempt [] Non-Exempt [X]

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General Statement

The primary purpose of this position is to call on existing and perspective donors to confirm and schedule blood collection appointments. Incumbent may also register new and existing donors, confirming identity and accurately recording donor information on BDR (Blood Donation Record) and into the BBCS (Blood Banking Computer System) system. Will ensure high productivity levels and constant flow of donors by understanding inventory levels and blood center needs. Will answer all incoming calls and provide quality customer service to all internal and external parties.

Duties and Responsibilities

- Perform pre-donation activities which includes outbound calling, scheduling appointments, staying up to date on blood inventory needs and screening donors for eligibility based on blood center criteria.
- Answers incoming calls and greets donors and walk-ins. Re-routes calls and visitors to the proper area.
- Provides donors with “Donation Facts Brochure” and may register donors onsite or on mobiles as scheduled.
- Accurately identify the donor, matching donor demographic information to existing blood donation records.
- Apply correct bar-code label to Blood Donation Record and maintain donor confidentiality.
- Instruct donors to fill out proper records and ask “duplicate donor” question.
- Responds to donor questions or needs at reception area and provides quality customer service.
- Confirms donor appointments, handles reschedules, cancellations, no-shows and may call upon inactive donors as directed.
- Performs mobile upload and download.

- Enters data to add donors, change demographics, change donor requests, update eligibility, post recruiting results, etc.
- Handles administrative duties as necessary, i.e., maintaining brochures, supplies, copying, distributing mail, etc.
- Maintain compliance in accordance with all industry regulations (i.e., OSHA, FDA, cGMP) and RRVBC policies.
- Performs other duties as defined.

“The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the incumbent in this position.”

Qualifications Required

Education:

- High School Diploma or equivalent.

Experience:

- One plus years of clerical, customer service and out-bound calling experience with experience in clinical field preferred.

Experience Includes:

- Strong outbound calling and internal and external customer service skills.
- Strong proficiency in Microsoft Office and PC skills.
- Strong written and verbal communication skills.
- Excellent data-entry, attention to detail, multi-tasking, and time management skills.
- Understanding of cGMP and industry compliance regulations, such as FDA, OSHA, CLIA, etc.
- Good understanding and comprehension of standard operating procedures and the ability to follow quality control and procedural standards.

Any combination of equivalent education and work experience will be considered.

Competencies Required:

- Attention to Detail/Handling Detail
- Communication
- Results Oriented
- Passion for the Mission
- Customer Oriented
- Technical/Professional Knowledge
- Integrity
- Quality Control Standards
- Time Management

The Physical Aspects of the Position (Check all that apply)

1. *Climbing* - Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
2. *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing, or crouching on narrow, slippery or erratically moving surfaces.
3. *Stooping* - Bending body downward and forward by bending spine at the waist.
4. *Kneeling* - Bending legs at knee to come to a rest on knee or knees.
5. *Crouching* - Bending the body downward and forward by bending leg and spine.
6. *Crawling* - Moving about on hands and knees or hands and feet.
7. *Reaching* - Extending hand(s) and arm(s) in any direction.
8. *Standing* - Particularly for sustained periods of time.
9. *Walking* - Moving about on foot to accomplish tasks, particularly for long distances.
10. *Pushing* - Using upper extremities to press against something with steady force order to thrust forward, downward or outward.
11. *Pulling* - Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
12. *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position to position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.
13. *Manual dexterity* - Picking, pinching, typing or otherwise working, primarily with the fingers rather than the whole hand or arm as in handling.
14. *Grasping* - Applying pressure to an object with the fingers or palm.
15. *Talking* - Expressing or exchanging ideas by means of the spoken word. Those activities in which you must convey detailed or spoken instructions to other workers accurately, loudly or quickly.

16. *Hearing* - Perceiving the nature of sounds. Ability to receive detailed information through oral communication, and to make fine discriminations in sounds such as when making fine adjustments on machinery.
17. *Repetitive motions* - Substantial movements (motions) of the wrist, hands, and/or fingers.

The Physical Requirements of the Position (Check one)

1. *Sedentary Work* - Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, push, pull or otherwise move objects, including the human body. Sedentary Work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
2. *Light Work* - Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of force greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
3. *Medium Work* - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
4. *Heavy Work* - Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
5. *Very Heavy Work* - Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

The visual acuity requirements including color, depth perception and field of vision (Check all that apply)

1. *Machine Operations* - inspection, close assembly, clerical, administration - This is a minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, or visual inspection.
2. *Mechanics* - skilled trades people - This is a minimum standard for use with those whose work deals with machines such as power tools, lathes and drills.

3. *Mobile Equipment Operators* - This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high equipment.
4. *Other* - This is a minimum standard basis on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

The Conditions the Worker will be Subject to in This Position (Check all that apply)

1. The worker is subject to inside environment conditions.
2. The worker is subject to outside environment conditions.
3. The worker is subject to both environmental conditions. (Activity occurs inside and outside)
4. The worker is subject to extreme heat or cold for periods of greater than one hour.
5. The worker is subject to noise which would cause them to have to shout.
6. The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, chemicals, etc.

Approvals:

Employee Signature Date Supervisor Date