



**Blood Bank of Alaska Position Description**

Position Title:	<b>Juneau Donor Services Technician</b>
Department:	<b>Collections</b>
Reports To:	<b>Juneau Center Supervisor</b>
Position(s) Supervised:	<b>None</b>

**POSITION SUMMARY**

This position will be responsible for:

- Daily operational collection functions to include donor recruitment and donor registration.
- Screening and phlebotomy.
- Ensuring a safe, professional and pleasant procedure for every donor with a focus on customer service and producing a quality blood product in a timely manner.
- Cross train into the area of component processing procedures.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- The Donor Center Technician will register potential blood donors either at the facility or on a mobile drive, as necessary and trained to perform.
- Reviews Donor History Forms (DHF) for completeness; evaluates donors' medical history for suitability as a blood donor. Consults with RN/Medical Director as needed.
- Responsible for performing vital sign checks and finger stick for hematocrit. Performs confidential interview with donors.
- Verifies that the donor has read and understands the pre-post donation instructions and AIDS information sheet.
- Appropriately labels specimen tubes and blood donation bag system according to the type of donation.
- Completes donation procedure per standard operating procedures; observes donor for any adverse reaction; treats adverse reaction per SOP if one should occur.
- Must maintain proficiency in all areas of donor processing.
- Recruit and schedule potential blood donors as necessary and trained to perform.
- Performs daily, monthly and quarterly quality control procedures per standard operating procedures (SOPs).
- Maintain open and positive communication with appropriate supervisors and support services departments.
- Perform duties in compliance with all applicable regulatory and accrediting agencies. Ensure OSHA regulations and cGMP are adhered to.
- Work cooperatively with all staff to ensure a quality product and a focus on exceptional customer service.
- Maintain donor and employee confidentiality.
- Follows all pertinent SOP's that relate to this position; will document required information on appropriate records as needed.
- May be required to perform in other roles as trained and competent to do. This position has the potential to cross train into the following areas:
  - Prepare standard and special blood components following standard operating procedures
  - Blood product distribution
  - Blood Inventory maintenance
- Resolve customer complaints/issues immediately, using appropriate support departments as needed.
- 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.
- Promote a positive work environment in which staff work cooperatively towards objectives.

**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.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to work with others to achieve departmental and organization goals and objectives.
- Demonstrate a positive attitude toward one's work and job.
- Ability to act honestly and with integrity, showing respect for laws, the rights of others, and Blood Bank of Alaska mission.
- 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.
- Ability to change within the organization or to change job requirements as needed.
- Retains subject matter expertise in field or profession.
- Able to work independently with minimal supervision.

**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**

H.S. Diploma or GED.

**EXPERIENCE**

Minimum one year of phlebotomy experience preferred, preferably in a fast paced, highly regulated environment.

**CERTIFICATES, LICENSES, ETC.**

Minimum: CPR; First Aid; Current Driver's License.  
 Preferred: CNA, CMA, EMT, NCCPT (ASCP) or relevant certification.

**WORK ENVIRONMENT**

- Potential hazard due to exposure to blood or other potentially infectious materials.
- The Blood Bank of Alaska follows OSHA Blood-borne 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 Donor Services Technician and agree to perform the duties as stated.**

\_\_\_\_\_  
**Employee Print Name**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee Signature**

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