

Donor Experience Specialist

Purpose

The Donor Experience Specialist will serve as a member of our Donor Services team to facilitate a positive environment and donation experience for our blood donors at both collection centers and mobile drives.

Responsibilities

- Greet and welcome blood donors; direct them to registration
- Monitor donors post-donation to ensure their safety and wellbeing
 - Observe donors for adverse reactions and immediately alert staff if reactions occur
 - Encourage the donors to stay for at least 10 minutes in the canteen
 - Provide and restock refreshments and snacks in the canteen
 - Ask questions to determine how donor is feeling
- Facilitate rebooking future blood donation appointments with our staff and donors
- Educate the donors on the blood products and uses for patients
- Interact with the blood donors creating a positive customer engagement experience
- Thank each donor for their efforts to support patients in our community
- During busy time periods assist with donor flow, by asking donors about Quick Pass completion, returning tablets to docking stations and directing donors on where to wait for the next stage in the donation process
- Partner with our Blood Collections staff to meet the needs of our donors and community partners
- Ambassador for Bloodworks by promoting volunteering and blood donation on social media and other community engagement activities
- Assist with sanitizing high touch point areas

Qualifications:

- Strong desire to help and serve others
- Excellent oral and written communication skills
- Well organized, detail-oriented, and dependable
- Enjoy working directly with people, including both donors and staff
- Mobility necessary in order to serve refreshments
- Completion of application, background check and position training
- Until the state of Washington has entered phase 4 of COVID restrictions and the state of Oregon has entered phase 3 of COVID restrictions, we are not accepting volunteers under the age of 18 for this position. We look forward to welcoming back all of our volunteers when pandemic conditions allow.

Day(s) position is available:	<input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input checked="" type="checkbox"/> Saturday / Sunday
Number of hours per week:	<input checked="" type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> Other
Commitment:	<input checked="" type="checkbox"/> Monthly *After 3 months of inactivity, volunteer status will be placed on hold.
Reporting Supervisor:	
Department:	Donor Services

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Physical requirements:	Comfortable wearing a mask for the duration of their shift Able to stand, bend and lift up to 10lbs (accommodations for certain locations can be made)
Location(s) of assignment:	Positions offered regionally within Western Washington and Oregon
Development Opportunities:	
<ul style="list-style-type: none">• Volunteer leadership opportunities available with proven commitment and dedication to the position and mission of the organization.• Expansion of professional network through interaction with medical staff, volunteer managers, and other Bloodworks NW staff.	