Title: Telerecruiter 2

Pay Scale Group: 52

FLSA: Non-Exempt

Essential Function
Under general supervision from supervisor, call blood donors to recruit for complex blood donations, convert donor and schedule donation appointments to maintain the daily production standards and meet the established collection goals.

Characteristic Duties

1. Call to recruit blood donors for complex blood donation types (i.e., granulocyte, apheresis, automated red cells, rare donors, donor conversion, etc.)

2. Convert donors from whole blood to more complex donation procedures.

3. Receive inbound calls and fields public inquiries.

4. Assist with the development of scripts.

5. Call current and potential blood donors to schedule donation appointments to maintain the daily production standards and meet the established collection goals.

6. Answer questions about the donation process.

7. Complete reminder phone calls, appropriate follow-up, modification of records and special projects to achieve established goals.

8. Participate in training sessions and assist with training of new employees.

9. May provide backup support for scheduling autologus and directed donations.

10. Perform related duties based on departmental need.

Minimum Qualifications
High school/GED diploma with two (2) years telemarketing experience. Must be familiar with basic computer applications.

New: October 2012