Title: Assistant Division Director, Donor Services

Pay Scale Group: 18

Essential Function

Under general supervision from a designated administrator, provide guidance to the donor services operation: ensure compliance with federal, state, and local regulations, as well as Hoxworth Blood Center Standard Operating Procedures (SOP).

Characteristic Duties

- Provide guidance to the donor services operation; ensure compliance with federal, state and local regulations, as well as Hoxworth Blood Center Standard Operating Procedures (SOP).

- Enforce current strategic planning initiatives; develop new activities and department goals in support of the blood center strategic plan.

- Direct automated collections, therapeutic/research apheresis activities, and proper storage and handling of all blood products.

- Develop processes to continually monitor operations to ensure a high quality of customer service; evaluate attainment of recruitment and collection goals.

- Prepare departmental budget and review expenditures to ensure containment.

- Initiate acquisition and maintenance of all materials/supplies for the efficient operation of the department.

- Recommend and provide training to promote leadership and management skills.

- Develop and implement interdepartmental activities to encourage partnership with Donor Recruitment staff.

- Provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).

- Perform related duties based on departmental need.

Minimum Qualifications

- Bachelor’s degree with seven (7) years experience; -OR- Associate’s degree with nine (9) years experience; -OR- eleven (11) years experience. Degree must be in Health Care Management or a related field. Experience must include blood banking and at least three (3) years supervision.