Title: Donor Services Team Leader

Pay Scale Group: 14

Essential Function

Under general supervision from a designated administrator, manage the donor services collection team and all associated operations of an assigned donor-drawing unit/area(s) to ensure efficient donor flow and staff utilization.

Characteristic Duties

- Manage the donor service collection team and all associated operations of an assigned donor-drawing unit/area(s) to ensure efficient donor flow and staff utilization.

- Monitor operations to ensure a high quality of customer service; evaluate attainment of recruitment and collection goals.

- Perform special donation procedures, ensuring compliance with federal, state and local regulations, as well as Hoxworth Blood Center Standard Operating Procedures (SOP).

- Act as a role model through the demonstration of professionalism for donor services staff (i.e., fulfilling Hoxworth Blood Center mission, providing donor care, dress code, attendance etc.

- Recommend and provide training to donor services 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 one (1) year experience; -OR- Associate’s degree or equivalent form a two-year college or technical school with three (3) years experience; -OR- five (5) years related phlebotomy experience. Degree must be in Health Care Management or a related field. Experience must include blood banking and at least one (1) year supervision.

Last updated: July 2004