



Donor Ambassador

Use Your Talents to Save Lives and Help Your Community!

■ Purpose

The Donor Ambassador is important to the American Red Cross Blood Services mission by helping to regulate work flow, ensure the safety of our donors following blood donation, and providing friendly, courteous and knowledgeable customer service to blood donors, employees, community partners and visitors.

■ Commitment

- Minimum of 30 hours over a six-month period (1 shift a month)
- Shifts run between 5-6 hours, depending on the location
- Day, evening and weekend hours are available

■ Complete Training Provided

- Donor Ambassador Training (phone and in-person orientation totaling approximately 3 hours)
- On-the-job Training

■ Responsibilities

- Provide excellent customer service to blood donors, visitors and partners by welcoming people to the site and thanking them when they leave
- Assist donors with the check-in process and ask donors to read required donation forms
- Assemble required paperwork for donors to take to health historian
- Honor donor appointments and schedule walk-ins around scheduled appointments
- Monitor donors post-donation for adverse reactions and respond according to established protocols
- Prepare and maintain reception and refreshment areas for donors
- Engage donors in conversation and encourage re-signs for future blood donation appointments
- Direct all questions regarding donation process, day of donation eligibility, health history, or blood safety to appropriate Red Cross staff
- Assist staff with a variety of clerical tasks and any other duties as assigned

■ Qualifications

- Willingness to support the American Red Cross Mission.
- Excellent verbal communication and customer service skills.
- Reliable and dependable.
- Friendly, courteous and enjoy working cooperatively with donors and staff.
- Able to identify signs and symptoms of adverse reactions and respond appropriately utilizing established Red Cross protocols.
- Physically able to perform duties of position, including frequent standing, walking and sitting. Occasional bending and stooping is required.
- Basic computer skills helpful, but not required.
- Understands and is able to follow all policies and procedures regarding Confidentiality, Code of Conduct and Business Ethics, Safety and Security.
- Minimum 16 years of age.



To Apply For This Position Please Go To:
<http://www.redcross.org/local/minnesota/volunteer>

and click on "Apply To Volunteer"

Position Title:
NCEN Biomedical Services: Donor Ambassador – (Your) County

If You Have Any Questions, Please Send Them To:
arctc.vsvolunteer@redcross.org

