

**American Red Cross Biomedical Services
Job Description**

Job Title:	Representative, Volunteer Recruitment	Job Code:	W606
Job Family:	Donor Recruitment/Marketing/Communications	Grade:	7
		FLSA:	Exempt

Job Summary:

Develop and implement effective methods to recruit and retain sufficient numbers of regulated and non-regulated line volunteers to meet operational needs within assigned jurisdiction. Recruit individuals directly or indirectly through the support of participating chapter efforts. Implement and coordinate training requirements. Develop volunteer recognition programs.

Perform all duties and responsibilities in compliance with standard operating procedures, Safety Quality Identity Potency Purity (SQUIPP), regulations outlined in the Code of Federal Regulations (CFR), Occupational Safety and Health Administration (OSHA) and other applicable Federal, state and local regulations.

Major Responsibilities:

Identify, develop and implement creative strategies and recruitment methods to attract and retain a sufficient pool of regulated and non-regulated volunteer staff to maintain efficient collection operations.

Coordinate and implement training programs and communications to ensure ongoing pool of appropriately trained volunteers to comply with ARCBS directives, the Code of Federal Regulations and other regulatory requirements and operational changes.

Develop and implement effective recognition programs for volunteers to ensure a stable, ongoing pool of volunteers.

Coordinate activities and scheduling with appropriate Collections personnel to ensure positive donor experience and smooth, efficient collections operations.

Maintain accurate records to provide tracking and statistical data on individual and group volunteer performance.

May be responsible for coordination of blood component pick ups by volunteer transportation specialists from collection site to regional center.

Perform other related duties as necessary.

Scope:

Lead and evaluate the work of volunteers within assigned segments. Responsible for assigned levels of volunteer staffing, the absence of which could have moderate to significant budgetary impact.

Moderate daily supervision and coordination. Plan own work and set priorities within guidelines. Actions and decisions are based on precedent, organizational need and good judgement.

Qualifications:

Bachelor's degree in marketing, communications, or related field required. Minimum two years of experience in volunteer related activities highly desirable. Knowledge of group dynamics, direct sales, negotiation skills, and the ability to effectively implement programs is preferred. Excellent verbal and written communication skills, including training and presentation skills is required. Computer knowledge is preferred. A current valid driver's license and good driving record is required.

Essential Functions/Physical Requirements:

The duties above indicate the essential functions of the position. Operational flexibility is required to meet sudden and unpredictable needs. May be required to travel to sites throughout the region.

Exposure levels are based on the essential functions as stated in this position description; however, in some instances, variances may occur due to the applicable nature of this position within a particular work site. Therefore the work site may determine the exposure level to be greater than or less than the below stated level.

This position is in OSHA III in view of the fact that normal work involves no exposure to blood or blood components and/or human body fluids or tissue samples as a result of splashes, spills, and/or needlesticks or performance of or assistance in first aid.

Approval:

Compensation

Date

04/02