



Purpose	Provide excellent and enthusiastic customer service to enhance the blood donor experience. Engage with blood donors to promote blood donation and set the stage for a long-term commitment to regular blood donations.
Key Responsibilities	<ul style="list-style-type: none">• Welcome and greet donors, escort as necessary and assist with initial intake and hand-offs through the blood donation process.• Ensure blood donors have relevant information and answer questions appropriately.• Learn and share the Red Cross story, including the mission, vision, and values.• Create a favorable impression of the Red Cross, and the blood donation process, that will encourage continued support.• Make reminder calls, re-schedule donor appointments, and perform follow up activities as directed.• Be available and committed to the volunteer schedule.• Model excellent customer service behaviors.• Attend to donors in the Hospitality Area by ensuring that each donor is recognized for his/her contribution.• Set up and maintain cleanliness in Reception and Hospitality Areas; restock beverages and snacks.• Punctual and dependable in arriving for assignment(s) and staying on site until the last donor leaves.
Time Commitment	Variable; preferred commitment one 4-6 hour shift/month
Qualifications	<ul style="list-style-type: none">• Willingness to support the American Red Cross mission.• Ability to display the utmost professionalism and communication skills.• Extremely comfortable working with people from all walks of life.• Ability to represent the American Red Cross to the community.
Training	<ul style="list-style-type: none">• Orientation to the American Red Cross• Donor Ambassador Training
Length of Appointment	One year appointment, renewable annually based on satisfactory performance of position.
Development Opportunities	<ul style="list-style-type: none">• Gain valuable training and experience while providing an invaluable service to your community• Network and meet new people• Develop customer service skills that last a lifetime
Volunteer Availability Needed	<ul style="list-style-type: none">• Flexible• On Weekends and/or Evenings (as needed)• Volunteer in the Office
Apply for Position	Begin application at http://www.redcross.org/volunteer
For More Information	Contact Gini Kay, virginia.kay@redcross.org or (406) 493-8778