



*Blood Donor Ambassador

Opportunity Detail

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.

Responsibilities:

- 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 that questions are answered appropriately
- Create a favorable impression of the Red Cross, and the blood donation process, that will encourage continued support
- 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
- Punctual and dependable in arriving for assignment(s)

Time Commitment: M-F DAY TIME HOURS - preferred commitment 1 shift/month

Although some of the volunteer shifts are located at Red Cross facilities, many opportunities are available at various locations including schools, churches, and businesses throughout the community. You may coordinate your location preference with your volunteer lead.

Qualifications:

- 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

Bilingual/Multi-lingual a plus

Relationships: Works with Donor Recruitment and Volunteer Services

Length of Apptmt: re-occurring; 6 months-1 year preferred

Development Opp: re-occurring; 6 months-1 year preferred

Training:

- Orientation to the American Red Cross
- Donor Ambassador Training