



**Code: 2507**

**Title:** Donor Recruitment Coordinator

**Shift / Status:** Non-Exempt / Full Time / Days

**Department:** Donor Recruitment

**Description:** The Donor Recruitment Coordinator is responsible for supporting diverse duties that relate to the donor program.

**Responsibilities:**

- Plan, develop, implement, and evaluate programs designed to attract and retain donors for the company's donor center programs, including community involvement, hospital involvement, on-site recruitment, conversion donors, education, etc.
- If applicable, follow up with all accepted prescreens regarding the program and preparedness for first donation. Follow up with deferred or rejected prescreens regarding potential referrals to the program.
- Maintain donor retention and recognition programs.
- Maintain records and reports of donor recruiter activities in assigned area to assure continuity of recruitment programs.
- Ensure and maintain an adequate supply of donor recruitment materials for use in assigned area.
- Compile monthly statistics to measure and track prescreen results and demographics.
- Develop and maintain a positive rapport with client hospitals' public relations offices, as well as local media.
- Establish tracking system to monitor efficacy of various recruitment approaches.
- Actively participate in the development of advertising and promotional products.
- If applicable, follow-up with donors who have become inactive. Investigate cause and encourage them to return to the program.
- If applicable, assure donor satisfaction through regular follow-up with donors to ensure their donation was as pleasant an experience as possible and to collect feedback toward increasing our level of service.
- Provide accurate information to potential donors regarding procedures to be performed including safety/hazards of the procedures.
- Participate in community organizations and activities such as Chamber of Commerce and service clubs to stimulate interest in the donor programs and establish potential donor referral sources. Participate in outreach programs such as health fairs and expos.
- Constantly develop new donor sources. Maintain an ongoing public and media relations program in assigned area.
- Exposure to bloodborne pathogens and need to follow SOPs and CGMPs for protection.
- Knows and follows safety rules relative to area(s) or responsibility. Follows Standard Operating Procedures (SOPs) and Current Good Manufacturing Practices (cGMPs) and external regulations regarding the products and procedures.



- Able to read, interpret, understand and follow company and industry manuals and compliance standards such as Standard Operation Procedure manuals, Current Good Manufacturing Practices, FDA and AABB regulations.

**Requirements:**

- Follow all Standard Operating Procedures (SOPs), current Good Manufacturing Practices (cGMPs), FDA and AABB regulations as set forth by the Company.
- Consistently demonstrates excellent interpersonal skills and professionalism to company management, all levels of staff and donors.
- Maintain clean and organized work area.
- Adhere to company policies and procedures and sets a positive example for others within the organization. Meets department quality standards.
- Be available to work a flexible schedule including evenings and weekends.
- Excellent customer service skills, self-motivated, self-starter, well organized and detail-oriented approach to tasks.
- Must have a pleasant phone voice and etiquette and project a professional demeanor, both in person and on the phone.

**Education, Experience and Licensure**

- High school diploma or comparable education, required.
- 2 years customer service experience and/or 1-year general office work preferred. Customer service background strongly preferred.
- Proficient use of Microsoft Office products including Word, Excel, Outlook and PowerPoint.
- Ability to quickly learn new software programs as needed.

**Pay Range:** BOE

**Posted Date:** October 19, 2018

*We are an EOE employer - M/F/D/V*