



American Red Cross Chicago & Northern Illinois

Title	Blood Donor Ambassador
Purpose	Provide excellent and enthusiastic customer service to enhance the blood donor experience.
Key Responsibilities	<ul style="list-style-type: none">• Welcome and greet donors and assist blood donors through the blood donation intake process.• Ensure blood donors have relevant information and that questions are answered appropriately.• Make reminder calls, re-schedule donor appointments, and perform follow-up activities as directed.• Attend to donors in the hospitality area by ensuring that each donor is recognized for his/her contribution.• Set up and maintain cleanliness in the reception and hospitality areas.
Time Commitment	M-F Day Time Hours – preferred commitment 1 shift/month
Qualifications	<ul style="list-style-type: none">• 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 community.
Training	<ul style="list-style-type: none">• Orientation to the American Red Cross• Donor Ambassador training
Length of Appointment	Re-occurring; 6 months – 1 year preferred
Development Opportunities	<ul style="list-style-type: none">• Relationship building• Enhance leadership and communication skills• Interact with and meet a variety of people
Apply for Position	Begin application at http://www.redcross.org