<table>
<thead>
<tr>
<th>Volunteer Position Title</th>
<th>Donor Ambassador</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>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.</td>
</tr>
</tbody>
</table>
| Key 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  
• 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, reschedule 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, ensure 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) |
| Qualifications          | • 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 |
| Tools and Training       | • Orientation to American Red Cross  
• Donor Ambassador Training |
| Development Opportunities| • 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 |

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