



American Red Cross

Volunteer Position Title	Donor Ambassador
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 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	<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
Tools and Training	<ul style="list-style-type: none">• Orientation to American Red Cross• Donor Ambassador Training
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

Contact:

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