COMPANY NAME: American Red Cross

JOB TITLE: Service Agent I (Full-Time)

JOB DESCRIPTION:
Exposure levels are based on the essential functions as stated in this position description; however, in some instances, variances may occur due to the applicable nature of this position within a particular work site. Therefore the work site may determine the exposure level to be greater than or less than the below stated level.

This position is an exposure determination 0 in view of the fact that normal work involves no exposure to blood or blood components and/or human body fluids or tissue samples as a result of splashes, spills, and/or needlesticks or performance of or assistance in first aid.

SALARY: TBD

APPLICATION QUALIFICATIONS:
- Must be able to commit to 90 days of uninterrupted employment. (100% attendance required).
- Must be able to commit to one of the schedules referenced above.
- High school diploma or equivalent required (GED).
- Minimum one year of telemarketing, customer service or call center experience is required.
- Prior sales or negotiation experience is a plus.
- Proficient in using multiple computer applications simultaneously in a fast-paced environment to quickly and efficiently meet donor service needs.
- Excellent customer service and problem-solving skills required.
- Effective verbal communication skills, the ability to work with potentially difficult customers, and work in a fast-paced call center environment is required.
- Desire to advocate and learn more about blood donations with an interest in promoting upwards.
- If a prior employee or contractor, must be eligible for rehire.

HOW TO APPLY: https://redcross.org/about-us/careers.html

DATE: 6/29/2022

2797 E Ajo Way, Tucson, AZ 85713
BusinessServices@pima.gov
Equal Opportunity Employment/Program:
Auxiliary aids and services are available upon request to individuals with disabilities