

American Red Cross  
El Paso Area Chapter  
Health and Safety Services

Job Title:		<b>Account Liaison</b>	
Employment Status: <b>Regular</b>		Full-time/Part-time: <b>PT (~20hrs/wk)</b>	
% of Travel Required: <b>40-60%</b>			
Duties/Essential Functions:			
<b>1. Local Business Training &amp; Outreach</b>			
Core Competencies	<ol style="list-style-type: none"> <li>1. Serve as a primary point of contact for all community businesses and organizations seeking safety training; complete intake sheet to assist in registering for appropriate training.</li> <li>2. Track and retain Full Service customers by sending training reminders three months prior to recertification date, and distributing applicable Health and Safety information on a minimum quarterly basis.</li> <li>3. Establish new training contracts with area businesses using targeted outreach presentations and established marketing techniques. Work with HSS Training Specialist to ensure appropriate Instructor assignment.</li> <li>4. Complete initial customer follow-up within one week of training to ensure customer satisfaction and to assess additional product or training needs.</li> </ol>		
<b>2. Departmental Support and Development</b>			
Core Competencies	<ol style="list-style-type: none"> <li>1. Collaborate with HSS Director and area business customers to increase public awareness and utilization of other American Red Cross such as AED facilitation, and disaster preparedness education.</li> <li>2. Organize workplace seminars and/or individual safety presentations to increase Red Cross presence within the community.</li> <li>3. Constantly review latest versions of reference materials (e.g.~ MAPP, CrossNet, Instructor's Corner) to remain current on Health &amp; Safety Services policy and procedure.</li> <li>4. Ensure compliance in the chapter with national American Red Cross Health &amp; Safety Services policies and procedures.</li> <li>5. Assist with other programs and projects as needed and requested by HSS manager and/or Executive Director.</li> </ol>		
<b>Qualifications</b>			
Education:	Bachelor's degree in related field or equivalent successful work experience.		
Experience:	<ul style="list-style-type: none"> <li>• Previous Red Cross experience highly desirable, with knowledge of American Red Cross organization, services, policies and procedure.</li> <li>• Experience in organization and administration, with strong attention to detail and the ability to work autonomously with a</li> </ul>		

	<p>high degree of accuracy.</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to effectively develop and maintain cross-organizational collaborations focusing on safety services or products.</li> </ul>
Additional Skills Required:	<ul style="list-style-type: none"> <li>• Ability to prioritize and complete key responsibilities in a timely manner</li> <li>• Excellent customer service and problem solving skills</li> <li>• Ability to handle several tasks at one time and work productively towards several goals without continual supervision</li> <li>• Flexibility regarding interruptions and frequent shifts in priorities</li> <li>• Positive and professional attitude and demeanor to include excellent follow through</li> <li>• Bilingual in English/Spanish</li> <li>• Proficient with MS Office software, including Word, Excel, Outlook, and PowerPoint</li> </ul>
Red Cross Certifications:	<ul style="list-style-type: none"> <li>• Current Standard First Aid w. CPR/AED-Adult and Child plus Infant certification (or equivalent).</li> <li>• CPR/AED and First Aid for the Lay Responder Instructor highly desired.</li> </ul>

The American Red Cross is an Equal Opportunity/Affirmative Action Employer.