**Major Responsibilities:**

* Daily Operations: Collects laboratory specimens to include blood, throat and nasal cultures, urine, urine drug screen and invasive nasopharyngeal swab collections, from patients of all ages in accordance with accepted laboratory standards, policies and procedures (operational and safety) in order to ensure optimal specimen integrity and accurate test results
* Ability to independently diffuse adverse patient situations in a positive manner. Appropriately responds to patient reactions including patient fainting, changes in vitals or patient becoming irate and irrational. Adaptable to changing situations. Effectively resolves conflict that may arise in the work location. Escalates emergency situations per site protocol including activating the site panic button. (Site specific)
* Triages and processes specimen efficiently and accurately according to policy and procedure. (Site specific).

**Education/Experience Required:**

* High school diploma or equivalent.
* Completed an accredited phlebotomy training program or equivalent program or at least 6 months hospital phlebotomy experience that qualifies individual to take the phlebotomy certification exam.

**Knowledge, Skills & Abilities Required:**

* Ability to communicate both verbally and in writing
* Good organizational skills
* Courteous and professional
* Good interpersonal skills
* CRT/Computer familiarity
* Customer Service approach to providing care
* Manual dexterity
* Flexibility.
* Qualified to take phlebotomy certification exam / certification will be required within 1 year of hire; PBT (ASCP)/NPA/ACA/NHA/NCA/AMT/NCCT; NCMA certification also accepted.

**Physical Requirements and Working Conditions:**

* Ability to work under stressful conditions and in difficult situation
* Ability to work rotating shifts and day of the week, including holidays
* Ability to rotate to other ACL sites
* Endurance for long periods of standing, bending, and walking; carrying phlebotomy equipment throughout hospital
* Exposure to contagious diseases, potentially biohazardous specimens and materials.
* Ability to lift up to 35 pounds without assistance. For patient lifts of over 35 pounds, or when patient is unable to assist with the lift, patient handling equipment is expected to be used, with at least one other associate, when available. Unique patient lifting/movement situations will be assessed on a case-by-case basis.

*This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be required to perform other related duties.*