

 Oroville Hospital	Job Description for Market Service Representative (Courier)		Department: Laboratory
			Dept.#: 7500
			Last Reviewed: 05/08; 08/12
			Last Updated:

Reports To

Laboratory Director

Job Summary

The Market Service Representative Picks – up, transports and delivers supplies, materials (which will include containers of potentially infectious blood and body fluids and/or other bio-hazardous materials), and documents as directed.

Duties

1. Sorts and prepares laboratory reports and mail for delivery
2. Assists in stocking the client supplies inventory and fills client orders in a timely manner
3. Makes every effort to deliver all supplies to clients within 24 hours; checks all supply areas for deliveries before leaving hospital
4. Maintains an efficient, effective route
5. Transports specimens, reports and materials between the laboratory and its clients in accordance with all policies and procedures
6. Recognizes factors that affect specimens, make judgments concerning the handling requirements, and takes appropriate action to maintain integrity and proper environmental controls during transport
7. Handles requests for special services, e.g., STAT and timed specimens, prudently and efficiently
8. Documents and maintains client-specific details as requested by the MSRS
9. Maintains a clean, neat personal appearance
10. Conducts him/herself in a professional manner at all times
11. Within the constraints of the overall route schedule, accommodates client's special requests whenever possible, or if unable to do so relates these requests to the MSRS or designee
12. Forwards and/all client concerns about laboratory services or information about competitor's activities to the Administrative Laboratory Director
13. Adheres to all requirements of Oroville Hospital's safety program, including Valley Clinical Laboratory's vehicle maintenance and bio-hazard waste programs
14. Performs daily vehicle safety and maintenance checks prior to each shift, recording all data on specified log sheets. Any outliers must be documented (adjustments noted in writing) and brought to the attention of the MSRS or designee

15. Participates in driving safety programs and continuing education as requested
16. Obeys all traffic regulations, drives defensively, and never allows unauthorized person to travel in the courier vehicle
17. Maintains a clean interior and exterior of courier vehicle, adhering to Oroville Hospital's policy by not smoking or drinking in the vehicle
18. Notifies the MSRS of items in need of repair or maintenance expeditiously
19. Follows communication protocol with two-way radios and all methods of communication, always responding quickly to dispatch and other couriers
20. Cooperates closely with sales, marketing and laboratory personnel, as well as other departments within Oroville Hospital and Valley Clinical Laboratory
21. Assists in training and orientation of other market service representatives
22. Covers various routes and shifts if needed

Qualifications

1. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
2. Current California Driver's license required
3. Acceptable driving records (clean) required
4. Ability to operate assigned vehicle in a safe and courteous manner
5. 25 years of age or older
6. Demonstrates ability to communicate effectively and work in a team setting. Demonstrates ability to recognize customer's needs and respond above customer expectations
7. High School diploma or equivalent
8. This job may require the following level of experience in use of computers and/or standard business machines: Basic knowledge of word processing, data base and department specific computer programs
9. Ability to enter and retrieve data from hospital computer system
10. Ability to read, analyze, and interpret common street signs, maps and directions
11. Ability to write speeches and articles for publication that conform to prescribed style and format

Lifting Requirements

While performing the duties of this job, the employee is regularly required to stand; walk; bend; carry; operate hand truck; and use hands to finger, handle, or feel. The employee frequently is required to sit, reach with hands and arms, and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and distance vision.