

JOHNSON MEMORIAL HOSPITAL JOB DESCRIPTION

POSITION: Gift Shop Clerk

SUPERVISOR: Volunteer Coordinator & Gift Shop Manager

DEPARTMENT: Gift Shop

DEPARTMENT MISSION: The mission of the Volunteer Services Department of Johnson Memorial Hospital is to serve everyone in our hospital and community with dignity, respect, and equality.

PURPOSE: Provides retail clerk services to customers and assists with general operation of Gift Shop.

JOB RESPONSIBILITIES:

- Greets Gift Shop customers.
- Handles sales transactions including running cash register, credit card machine and processing payroll deductions.
- Answers Gift Shop telephone with a smile.
- Provides directions to all hospital locations to visitors and patients.
- Maintains the appearance of the Gift Shop so that it is neat and clutter-free.
- Accepts deliveries from vendors.
- Notifies manager of any out-of-stock items and customer complaints or concerns.
- Performs additional duties as requested by Gift Shop Manager.
- Maintains positive image at all times of the hospital, one another, & the Gift Shop.
- Complies with hospital policies and procedures including Blood and Body Substance Precautions.

PERFORMANCE REQUIREMENTS:

1. **KNOWLEDGE, SKILLS, AND ABILITIES:** Ability to deal with people in a professional, pleasant, tactful and effective manner. Availability to maintain confidentiality. Ability to learn shop procedures and to operate cash register.
2. **EQUIPMENT USED:**
3. **MENTAL DEMAND:** Ability to maintain confidentiality, reading, reasoning, verbal communication; performs routine duties independently, following prescribed procedures.

4. **COMMUNICATIONS:** Frequently interaction with hospital staff. Performance expectations for this position include timely and accurate information as well as courteous and respectful communication. Be willing to ask questions.

5. **PHYSICAL EFFORT:** Minimal to moderate physical effort, including bending, crouching, kneeling, carrying, pushing, reaching, sitting, standing, talking, hearing, walking, seeing. The typical work day involves the following physical strength requirements:
Medium work: exerting 20-50 pounds of force occasionally and/or 10-25 pounds of force frequently.

6. **WORKING CONDITIONS:** No exposure to blood/body fluids.

7. **EDUCATION, EXPERIENCE, AND TRAINING:** Minimum of 8th grade education.

8. **POPULATION BEING SERVED BY POSITION:** Position deals with customers of all ages.

APPROVED BY:

_____ Date

Volunteer Co-ordinator

<p><i>I have read and understand the responsibilities and requirements of my job description.</i></p>	
_____	_____
Volunteer Signature	Date