



# CENTRAL BAPTIST HOSPITAL

## Position Description

<b>Position Title</b>	Volunteer			
<b>Department</b>	<b>Gift Shop</b>			
<b>Immediate Supervisor's Title</b>	Carla Conley - Manager			
<b>Written and Review Dates</b>	12/1/06	11/16/09		
<b>Written or Reviewed By</b>	John Walker	John Walker		

**Position Summary:** Responsible to assist in daily operations of the hospital gift shop under the manager's direction according to stated policies and procedures.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1.	First and above all else be attentive to the customer. Exhibit an attitude that the customers needs and wants are extremely important.
2.	Greeting each customer as they enter the shop with a friendly hello.
3.	Offer assistance to each customer without appearing as a pushy salesperson.
4.	Listen to customer suggestions and comments concerning the gift shop and pass this information along to the gift shop manager.
5.	Use good phone courtesy.
6.	Take flower orders over the phone to be delivered to a patient and taking orders to the flower room for delivery.
7.	Deliver flowers to the patients if the flower room is unattended <b>and</b> the shop is sufficiently staffed.
8.	Know cash register procedures.
9.	Get authorizations on all credit cards sales.
10.	Check that information on customer check is correct (such as address and phone number) and process through check machine.
11.	Balance cash register drawer at the end of shift.
12.	Place deposits in the appropriate place in the gift shop.
13.	Calling manager or head of stock if unable to come to work at schedule time.
14.	Responsible for finding own replacement when unable to come to work at scheduled time, or notifying manager or chairmen if unable to do so.
15.	Arrive at gift shop in plenty of time to start shift at scheduled time.
16.	Responsible for maintaining live flowers and balloons.
17.	Stock candy, chips, crackers, magazine, greeting cards and gift items as necessary.
18.	Maintain the proper amount of change in the cash registers and back up funds.
19.	Responsible for directing irresolvable complaints to the manager.
20.	Assist with pricing and stocking of merchandise as directed by the manager

## Key Accountabilities

Key Accountability	
1.	Exceptional customer service to patients and families.
2.	Provide appropriate support that is requested from gift shop staff.

## Core Competencies

<b>Integrity</b> -Works with integrity and ethically. Demonstrates understanding of hospital mission and values in word and practice. Follows policies and procedures. Maintains corporate compliance guidelines.
<b>Hospitality</b> -Supports healthy working partnerships throughout the organization. Demonstrates respect, compassion and courtesy to all patients, families and co-workers. Uses Service Excellence principles in dealing with people. Maintains a positive work attitude and contributes to a positive work environment.
<b>Partnership</b> -Willing to orient and teach others. Provides and accepts comments in a constructive manner.
<b>Stewardship</b> -Uses resources in a cost-effective manner. Conserves organizational resources.
<b>Excellence</b> -Actively involved in unit process improvements and/or unit-based teams to improve systems, reduce costs, and resolve problems that address meaningful work issues within the department or hospital. Looks for ways to improve and promote quality. Applies comments to improve performance.
<b>Personal Accountability</b> -Demonstrates by reporting to work as scheduled, being flexible to meet hospital staffing needs, helping others without being asked, effectively managing time, arriving at meetings and appointments on time, and undertaking self-development activities.

## Minimum Education, Experience, Training, and Licensures/Certifications/Registrations Required:

- High school diploma or equivalent
- Must be familiar with the location of the units in the hospital.
- Must attend Central Baptist Hospital orientation that is volunteer specific.
- Be dependable, have a positive attitude when volunteering and respect the patient's rights

## Skills and Abilities Required:

- Excellent interpersonal Skills.
- Good communication and listening skills with children and adults.
- Must be willing to accept change and be sensitive to needs of families in stressful situations.
- Ability to communicate and work as a team member.
- Must maintain patient confidentiality.

**Physical Requirements:**

- Able to push/pull objects more than 10 pounds
- Able to lift objects less than 20 pounds
- Able to perform moderately difficult manipulative skills such as cash registered
- Able to walk and to stand for at least four (4) hours at a time.
- Able to see objects closely and at a distance.
- Able to hear normal sounds with some background noise
- Able to concentrate on fine detail with some interruption
- Able to understand and relate to the theories behind several related concepts
- Able to remember multiple tasks/assignments given to self and others over long period of time.

**Primary Customers:**

- Gift Shop customers
- Patients and their families
- Visitors
- Staff
- Physicians

**Working Relationships:**

- Works closely with and receives direction from the Gift Shop Manager and Head of Stock

**Central Baptist Hospital  
Volunteer Services  
Validation Tool**

**For:** \_\_\_\_\_

**Name** \_\_\_\_\_ **Department:** **Gift Shop** \_\_\_\_\_

**OBJECTIVE (S):**

General Accountabilities	Met	Not Met	N/A
First and above all else be attentive to the customer.			
Exhibit an attitude that the customers needs and wants are extremely important.			
Greeting each customer as they enter the shop with a friendly hello.			
Offer assistance to each customer but do not appear as a pushy salesperson.			
Listen to customer suggestions and comments concerning the gift shop and pass this information along to the gift shop manager.			
Use good phone courtesy.			
Take flower orders over the phone to be delivered to a patient and taking orders to the flower room for delivery.			
Deliver flowers to the patients only if the flower room is unattended and shop is sufficiently staffed.			
Know cash register procedures.			
Get authorizations on all credit cards sales.			
Check that information on customer check is correct (such as address and phone number) and process through check machine.			
Balance cash register drawer at the end of shift.			
Place deposits in the appropriate place in the gift shop.			
Calling manger or day chairman if unable to come to work at schedule time.			
Responsible for finding own replacement when unable to come to work at schedule time, or notify manager or chairmen if unable to do so.			
Arrive at gift shop in plenty of time to start shift at schedule time.			
Responsible for maintaining live flowers and d balloons.			
Stock candy, chips, crackers, magazine, greeting cards and gift items as necessary.			
Maintain the proper amount of change in the cash registers and back up funds.			
Responsible for directing irresolvable complaints to the manager.			
Assist with pricing and stocking of merchandise as directed by the manager			

Comments:

\_\_\_\_\_  
\*Validation signature documents direct observation of criteria in accordance with hospital policy and procedure.

Initials	Signature/Title	Initials	Signature/Title