



## Teen Volunteer Services Position Description

**Title:** Gift Shop Volunteer

**Position Reports to:** Gift Shop Manager

**Location:** Sparrow Campus

**Age of Population Served:** All

### **General Purpose:**

The Sparrow Gift Shop is a volunteer led retailer that exists to raise funds for the hospital. The shop has annual gross sales over \$400,000 each year and serves the patients, visitors and associates of Sparrow by providing high quality items and a unique shopping experience. Since 1956, the shop volunteers have donated over \$5million in gifts to Sparrow Hospital.

The ideal volunteer for the Sparrow Gift Shop has a keen eye for customer service. We are seeking volunteers who are comfortable approaching customers to offer a warm welcome and assistance. Also, volunteers with demonstrated computer skills are desired to complete sales transactions on the computer cash register. Accuracy in making change and observing the cash handling protocols is also required.

### **Essential Duties:**

*This description is intended to cover the minimum essential duties assigned on a regular basis. Volunteers may be asked to perform additional duties by their department.*

**General Membership** – Volunteers serve in the gift shop, greet customers as they enter, assist customers with merchandise, deliver items to patient rooms or patient care units and complete sales transactions using the point of sale system. As appropriate, Teen Volunteers will be ask to restock items in the shop as necessary. In addition, teens can support the shop with light dusting, sweeping and other duties to keep the shop looking professional and clean.

Teens may also work on the mobile gift cart as well. The cart includes an assortment of gift shop items. Items must be stocked before the cart is taken out to the hospital floors. Teens must be able to push the cart, walk long distances, make correct change and observe safety protocol for hand washing.

Teen Volunteers will not be allowed to count drawers or replenish cash for drawers. Teens will work once a week for a two hour shift.

### **Required Responsibilities of the Volunteer:**

- Demonstrate knowledge and maintain respect for patient's right to privacy by following the HIPAA Privacy and Security policies and procedures.

- Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence) .
- Role model behaviors that value diversity of our patients, volunteers, caregivers, and customers and supports creating an environment that is inclusive, welcoming and respectful.
- Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Durations, Explanation, Thank).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- Volunteer one two-hour shift per week.
- In the event of an absence (planned or otherwise), contact the Gift Shop and the Youth Volunteer Coordinator.
- Maintain proper uniform including wearing the Sparrow ID Badge
- Pay Annual membership dues of \$2.00 to support group activities. This includes \$1.00 to the Sparrow Women's Hospital Association.

### Physical Aspects of this position:

This position requires walking (20%), standing (80%), light lifting, reading and communicating face to face with customers. This position also includes the use a computerized cash register system.

Factor	N/A	Rare	Occasionally	Frequently	Constantly
Unassisted Lifting 0-10 lbs 11-30 31-50		x	X	X	
Standing					X
Walking				X	
Sitting			X		
Carrying			X		
Bending/Twisting				X	
Pushing				X	

### Work Environment:

The gift shop can be busy and requires attention at all time being given to customers and monitoring inventory to prevent loss. Customer service is key to the success of the shop. Accuracy in counting money and attention to detail is necessary.

Available shifts: One per shift

Monday through Friday: 4:00pm-6:00pm and 6:00pm-8:00pm

Saturday and Sunday: 12:00pm-2:00pm; 2:00pm-4:00pm; 4:00pm-6:00pm

Last updated 10/14