



## VOLUNTEER SERVICE DESCRIPTION

### Gift Shop Associate

#### Position Description & Competency

Objective:	To positively impact the patient/visitor experience by creating an escape from the hospital within the hospital for patients, visitors, and staff.
Hours/Shifts:	M – F: 7am - 9am; 9am – 1pm; 1pm – 5pm
Location:	Esplanade Campus (Hospital) – Gift Shop 1531 Esplanade, Chico
Responsible to:	Director of Volunteer Services
Qualifications:	<ul style="list-style-type: none"> <li>• Fulfill volunteer intake and orientation requirements</li> <li>• Personable, friendly customer–service attitude</li> <li>• Endurance to be standing/sitting for long periods</li> <li>• Ability to have patience while waiting for customers to make their purchase</li> <li>• Competency to run a cash register and handle money</li> </ul>
Training:	<ul style="list-style-type: none"> <li>• Must attend hospital orientation presented by the Volunteer Services Department.</li> <li>• Participate in position specific on-the-job training.</li> <li>• Attend a minimum of one ongoing training/update meetings for this placement.</li> <li>• Attend Planetree Retreat offered by EMC (suggested)</li> </ul>
Competencies:	<ul style="list-style-type: none"> <li>• Responsive to needs of patients/visitors/staff while in gift shop</li> <li>• Provides a caring environment</li> <li>• Exhibits volunteer professionalism</li> </ul>
Summary:	The Gift Shop Associate position at the main hospital gift shop site encompasses one primary function: 1) Provide customer service and assist visitors, patients, and staff with any purchases in the gift shop.

#### Volunteers May Not:

- Be involved in direct patient care – e.g., taking vital signs, assisting patient to restroom, holding babies, etc.
- Feed patients.
- Transfer patients.
- Perform duties outside the scope of the service description and/or orientation.
- Replace an employee; volunteers may complement/assist, but not supplant the duties of a paid worker.