



Mercy Medical Center

# VOLUNTEER

## POSITION DESCRIPTION

### GIFT SHOP VOLUNTEER SALES ASSOCIATE

#### **Mission Statement**

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Must have a strong belief in Mercy's Mission and Core Values, demonstrate respect and compliance with Mercy's Patient Rights Statement.

#### **Summary**

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The Gift Shop volunteer sales associate will warmly greet customers and offer assistance as appropriate. Upon check out, is able to successfully operate the cash register system for all cash, credit card and payroll deduction sales. Prior sales experience is recommended.

#### **Principal Duties & Responsibilities**

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It is the responsibility of all employees to accept, read, and follow the initiatives of CHI Mercy Health as outlined in the publication *Ethics at Work*. Corporate Compliance is the duty and responsibility of everyone employed by CHI Mercy Health and its related organizations.

- \* Promotes a strong belief in Mercy's Mission and has respect for and compliance with Mercy's Patient Rights Statement.
- \* Demonstrates behavior consistent with Mercy's Core Values: **Reverence, Integrity, Compassion, and Excellence**.
- \* Incumbent has access to restricted or confidential patient information and must comply with the terms of the Mercy Medical Center Security Policies as it applies to their job role.
- \* Exhibits the ability to make effective decisions based on verifiable and measurable data/criteria.
- \* Promotes positive customer relations with internal and external customers.
- \* Demonstrates respect and sensitivity to cultural/social differences in interactions with others.
- \* Completes assigned tasks in a timely manner.
- \* Demonstrates initiative and problem solving skill, using sound judgment.
- \* Assumes additional responsibilities as needed, with little or no direction, shows initiative in assisting others within the department.
- \* Warmly greets customers and offers assistance as appropriate.
- \* Demonstrates understanding of **cash register categories** and knows where to find the cheat sheet for such.
- \* Demonstrates understanding of **cash register opening/closing procedures** and know where to find them.
- \* Demonstrates understanding of **cash register payment procedures** and knows where to find them. Understands that cashiers are responsible for stocking items as needed. This may entail getting more items from the storage room.

\* Demonstrates understanding of the Gift Shop policy on refunds and exchanges.

(\*denotes essential function)

## **Qualifications**

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Must have an outgoing and friendly personality, and enjoy interacting with customers. Must be sensitive to problems caused by illness/stress. Must be able to successfully operate the cash register system. Must become familiar with the hospital complex and areas where various tests are performed and be able to provide clear, concise directions. Must demonstrate dependability and report to work when scheduled. Prior sales experience recommended.

## **Physical Requirements**

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Standing 80% of the time; walking 1% of the time; sitting 19% of the time; lifting and carrying 1% of the time, and able to carry up to 5 pounds. Bending, stooping, twisting 25% of the time; reaching and handling 10% of the time. Climbing stairs 0% of the time (Elevator available).

Hearing: within normal limits with or without use of corrective hearing devices, vision: adequate to read 12-point type with or without use of corrective lenses. Must be able to verbally interact with staff, clients and public. Manual dexterity of hands/fingers for writing, computer input.