

## UW HEALTH JOB DESCRIPTION

### RETAIL SERVICES AMBASSADOR

<b>Job Code:</b> 410030	<b>FLSA Status:</b> Non-Exempt	<b>Mgt. Approval:</b> S. Arneson	<b>Date:</b> January 2024
<b>Department:</b> Auxiliary – Gift Shop		<b>HR Approval:</b> S. Whitlock	<b>Date:</b> January 2024

#### JOB SUMMARY

The Retail Services Ambassador is dedicated to delivering exceptional customer service and fostering positive retail experiences to provide remarkable care for patients, families, staff, and visitors. In this role, individuals are responsible for making well-informed decisions in areas such as merchandising, purchasing, and inventory control, utilizing proficient skills, including point-of-sale systems and electronic health records. The role extends beyond the Gift Shop, as Ambassadors may contribute to various facets of Guest Services and Retail Operations within the UW Health system, ensuring the seamless functioning of these departments. The successful candidate will possess the integrity to work with minimal supervision, demonstrate adaptability, strong problem-solving capabilities, and embodies a compassionate, self-aware demeanor. Possessing emotional intelligence and a commitment to service excellence, the Retail Services Ambassador significantly contributes to the overall success of our Guest Services team.

#### MAJOR RESPONSIBILITIES

- Create a positive retail experience for patients, families, staff, visitors, and all others through in-person, online, and phone interactions while maintaining a clean, well-stocked, and organized store.
- Demonstrate excellence and knowledge in products being sold, reflecting our mission and vision.
- Collaborate with the Manager, Retail Operations to establish annual sales goals, monitor trends, and reconcile cost of goods and accurate inventory monthly.
- Present merchandise with enthusiasm, make customer recommendations, and utilize add-on, cross-selling, and merchandise upgrading techniques to maximize sales.
- Maintain shop appearance, including all displays, and submit work orders when needed.
- Ensure timely fulfillment of all website orders.
- Operate a computerized POS system, managing inventory control, returns, profitability, and cost of goods.
- Conduct transactions and additional operational duties effectively while managing shrinkage and loss.
- Support the Manager. Retail Operations with product ordering, receiving inventory, pricing, and product merchandising.
- Extend warm greetings to patients, visitors, and staff, fostering a welcoming environment.
- Engage with friendliness, care, and a focus on building connections.
- Anticipate and rapidly respond to guest needs, taking ownership of issues until resolved.
- Drive continuous improvement and encourage cross-functional teamwork.
- Uphold uniform standards, maintaining a consistently professional appearance.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

#### JOB REQUIREMENTS

Education	Minimum	High diploma or equivalent
	Preferred	Technical degree or post high school education
Work Experience	Minimum	One (1) year of retail experience
	Preferred	Three (3) years of retail experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Skilled in cash handling, point of sales, and inventory maintenance.</li> <li>• Organizational flexibility in response to changing demands.</li> <li>• Effective verbal and written communication skills.</li> <li>• Establish and maintain collaborative working relationships with coworkers, department administrative staff, interdepartmental contacts, and the public.</li> <li>• Thrive in a high-pressure environment, handling a substantial volume of work.</li> <li>• Maintain confidentiality of sensitive information.</li> <li>• Demonstrate sound and timely decision-making abilities.</li> <li>• Self-directed with the capability to coordinate and make decisions with minimal supervision.</li> <li>• Willingness to travel and work at other UW Health hospitals and clinics in Dane county.</li> <li>• Familiarity with medical terminology.</li> </ul>

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	<ul style="list-style-type: none"> <li>Exhibit excellent guest service and hospitality.</li> <li>Strong organizational and planning abilities.</li> <li>Intermediate typing and computer skills.</li> <li>Knowledge of basic to intermediate accounting and financial practices.</li> <li>Resourceful problem-solving skills.</li> <li>Willingness to take initiative and handle additional duties as needed.</li> </ul>
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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/> Infants (Birth – 11 months)	<input type="checkbox"/> Adolescent (13 – 19 years)
<input type="checkbox"/> Toddlers (1 – 3 years)	<input type="checkbox"/> Young Adult (20 – 40 years)
<input type="checkbox"/> Preschool (4 – 5 years)	<input type="checkbox"/> Middle Adult (41 – 65 years)
<input type="checkbox"/> School Age (6 – 12 years)	<input type="checkbox"/> Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>X Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.