

UW HEALTH JOB DESCRIPTION

STUDENT HELP – GIFT SHOP

Job Code: 94870	FLSA Status: Non-Exempt	Mgt. Approval: M. Heuss	Date: 4.2018
Department: Gift Shop		HR Approval: K. Sawyer	Date: 4.2018

JOB SUMMARY

This incumbent serves the service and fundraising goals of the gift shop by providing retail service to patients, visitors and staff.

MAJOR RESPONSIBILITIES

1. Requirements. To work as a cashier during one of the regular shifts. Paid staff receive thorough on the job training before assignment to a shift. The Gift Shop Supervisor evaluates a new employee's progress after one month on a shift.
2. Shift and Schedule. Arrive promptly for assigned shift. Reliability and punctuality are essential. Must be able to stand for long periods. Make every effort to get a substitute when necessary. Inform supervisor when schedule changes take place.
3. Product knowledge. Have working knowledge of product lines. Circulate around the shop to see what has come in since last shift. Be familiar with shop specials and coming events.
4. Policies. Remain informed of and consistently enforce all shop policies and procedures. After an extended absence or vacation, request a "training review."
5. Shop attentiveness. Be alert to each customer and aware of shoplifting.
6. Cash Register. Must be accurate with sales transactions. Must ring all sales transactions through the cash register. All errors must either be voided or recorded as over-rings. Must be able to change register tape. Must follow shop manual guidelines for handling of cash/checks/changes.
7. Cashing in/out. Must follow procedures for cashing in and out, as described in shop manual.
8. Shift Duties.
 - a. Open and close store.
 - b. Reconcile cash registers in Gift Shop
 - c. Ring up sales.
 - d. Provide supervision and direction to volunteer staff when needed.
 - e. Price and stock merchandise.
 - f. Clean and dust displays.
 - g. Display merchandise attractively.
 - h. Assist supervisor of Gift Shop in any other duties as directed.
9. Customer Service. Greet each customer with eye contact, a smile and verbal greeting. Assist customers in purchasing merchandise.

In a hospital gift shop, some customers are truly just filling time while they wait. You may not always make a sale, however, if you've been helpful and pleasant, the customer may see something that fills a future need and come back. Courtesy and helpfulness must be provided to all types of customers.

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

JOB REQUIREMENTS

Education	Minimum	Must be enrolled in UW system school
	Preferred	
Work Experience	Minimum	
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		

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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
<input type="checkbox"/>	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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.	Up to 10#	Negligible	Negligible
<input type="checkbox"/>	Light: 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.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
<input checked="" type="checkbox"/>	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
<input type="checkbox"/>	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
<input type="checkbox"/>	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:		<ul style="list-style-type: none"> • Must be able to stand most of a four-hour shift. Must be able to bend over. • Must be able to speak the English language fluently to communicate with customers. • Must have good hearing ability to listen to customers. • Must have manual dexterity to operate cash register and handle cash. • Must have good visual acuity to follow written instructions. 		

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.