



MGHF Auxiliary Gift Shop Volunteer

Role:	Gift Shop Volunteer	FLSA Status:	Exempt Volunteer
Department:	Mason General Hospital Foundation Auxiliary Gift Shop		
Reports to:	Gift Shop Manager	Date:	Ongoing

Volunteer Position Summary

The Gift Shop Volunteer has a regular gift shop shift. The Mason General Hospital Foundation Auxiliary Gift Shop is located inside Mason General Hospital. Gift Shop Volunteers have either an opening or closing shift and most often work alone. Gift Shop Volunteers ensure that the gift shop operates smoothly by attending to customer needs and questions while helping customers with their purchase.

Commitment

Timeframe: 10 a.m. – 4 p.m., M-F, hours TBD by the Gift Shop Manager.

Length of Commitment: Minimum 4 months

Estimated Weekly Hours: 3 hours

Worksite: Gift Shop in Mason Hospital

Minimum Age: 18+

Total Minimum Hours: 48 hours

Duties and Responsibilities

- Competent and efficient use of mobile devices, cash register and credit card machine.
- Create a relaxing and welcoming atmosphere in the gift shop.
- Assist customers with any questions or concerns.
- Communicate with Gift Shop Manager and Volunteer Program Specialist about any questions, concerns and changes in availability.
- Adhere to Gift Shop policies on opening and closing.
- Attend quarterly volunteer meetings.
- Keep Gift Shop maintained, clean, and organized by restocking shelving and keeping shopping area organized.
- Sometimes assist with changing display cases.
- Complete mandatory annual safety training.

Communication & Professional Behavior

- Professional interaction with Mason Health/MGHF volunteers, staff, patients, community members, and loved ones, adhering to HIPAA compliance mandates regarding patient confidentiality information.
- Completes tasks and responds to requests in a timely manner.
- Demonstrates personal and professional responsibility and accountability including appearance, attendance, and punctuality, calling in as soon as possible when unavailable on a scheduled volunteer day.
- Maintains a neat and orderly work area.
- Willingness to learn, be flexible, able to work in a fast-paced environment, and responsive to change.
- Able to accept feedback, correction and direction for work process improvements.
- Has initiative and seeks out opportunities for the creation of special projects.

Organizational Responsibilities

In addition to the duties and responsibilities listed above, all employees and volunteers are expected to support the Mason Health mission, vision and values; comply with District policies and procedures; and conduct themselves in an ethical, professional, respectful, and collaborative manner at all times.



MGHF Auxiliary Gift Shop Volunteer

All patient and/or staff information is to be kept confidential. Volunteers must not give medical advice to clients and will be trained in the resources available to help patients and families get questions answered. All Volunteers and employees are required to participate in annual safety trainings.

All Volunteers are required to provide the Volunteer Program Specialist with the following documentation:

- Regardless of if volunteer receives annual COVID-19 vaccination or not, they must provide a signed declination form and evidence of vaccination.
- Regardless of if volunteer receives annual flu vaccination or not, they must provide a signed declination form and evidence of vaccination.
- Take an initial TB test, and annually answer a short survey regarding TB symptoms.

Required Qualifications

Education: None

Experience: None

Licenses, Certifications, Registrations: None

Knowledge, Skills & Abilities:

- Must be able to read, write and follow verbal and written instructions.
- Must be able to keep records of sales.
- Must enjoy meeting and working with the public.
- Basic phone etiquette.
- Computer literacy skills.
- Ability to stand and do light physical activity.
- Must complete the Orientation training.
- Must be able to count money and make change.

Machines, tools, equipment (including but not limited to)

- Computer
- Telephone
- Copier
- Printer
- Mobile phone
- Email
- Cash register
- Credit card machine

Physical Requirements

	Never 0%	Seldom 1-10%	Occasional 10-30%	Frequent 30-70%	Constant 70%+
Lifting <10 lbs				X	
Lifting 10-35 lbs		X			
Lifting >35 lbs		X			
Carrying <10 lbs				X	
Carrying 10-35		X			
Carrying >35 lbs		X			
Pushing/Pulling		X			
Sitting				X	
Standing				X	
Walking		X			
Bending/Stooping			X		
Crouching		X			
Vision	Within normal range with or without corrective devices				
Hearing	Within normal range with or without corrective devices.				
Speech	Within normal range with or without corrective devices.				

Public Hospital No.1 of Mason County, Washington, d.b.a Mason Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)) or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; and gender identity. Mason Health does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.