



Volunteer Job Description

Position Title: Volunteer Clerk
Department: Gift Shop
Responsible To: Shop Manager
Supervisor: Michelle Suggs

Essential Duties and Responsibilities:

- We need volunteer clerks who are responsible, dependable and enjoy working with the public
- Provide excellent customer service
- Maintain proper opening and closing procedures
- Operate cash register and follow cash-handling processes
- Communicate well with colleagues and management
- Practice dependability and promptness
- Maintain a clean and organized store
- Maintain complete confidentiality regarding patients' and visitors' medical information or procedures

Qualifications:

- Able to interact with customers and coworkers in a calm and understanding manner
- Able to perform normal store practices, including standing for long periods of time, unpacking and checking in merchandise, and any inventories that are requested
- Able to add, subtract, multiply and divide
- May be asked to lift up to 10 pounds

Education and/or Work Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers and staff
- Must be able to work under minor pressure, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines and standard accepted practices