**FIRELANDS REGIONAL MEDICAL CENTER**

**JOB DESCRIPTION**

**TITLE:** Gift Shop Manager **DATE:** February 2021 **DEPARTMENT:** Gift Shop

**REPORTS TO:** Development Director **FLSA CLASSIFICATION:** Salaried

**JOB CODE:** 9300.0853 **WS**: M03

# GENERAL SUMMARY AND SCOPE

Directs, coordinates and manages the purchasing, merchandising, inventory control, accounting/bookkeeping, sales and daily operations in addition to the paid and volunteer staff for the Firelands Regional Medical Center Gift Shops: Main, South, and Professional Center I. Serves as the Liaison to the Firelands Regional Medical Center Auxiliary, with the responsibility for growing the Auxiliary membership and contributions. The Gift Shop Manager’s primary job responsibility is to raise funds to support the Auxiliary’s fundraising mission while offering the best in customer service and amenities for staff and visitors.

# ACE OF HEARTS PLEDGE

The employee will demonstrate the ACE of Hearts Pledge, which involves being an accountable and collaborative team member; treating patients, families, and co-workers with dignity and respect; and ensuring that empathy and compassion are the basis for interactions with all those served.

# ESSENTIAL TASKS, DUTIES AND RESPONSIBILITIES

Develops and implements policies and procedures and annual budget for the Gift Shops. Develops sales projections, sales comparisons, establishes and maintains records and reports; i.e. monthly, quarterly and annual sales figures.

Responsible for the inventory control, purchasing and receiving, vendor information files, budget and bookkeeping functions and audits.

Coordinates and supervises the receiving, invoicing, and inventory processes along with accuracy of POS registers and supply/stock levels.

Attends merchandising shows and selects/purchases merchandise to sell in the gift shops based on industry trends and proven sales history. Assigns appropriate prices to merchandise based on cost and established mark-up margins.

Trains, evaluates, schedules and supervises all volunteer sales assistants and the Gift Shop Coordinator.

Acts as hospital liaison with the Auxiliary Board. Performs essential tasks to keep Auxiliary members informed with correspondence from meetings and the medical center, monthly updates on plans, sales, progress and overall status of the 3 gift shops. Also reports statistics on a bimonthly basis to the Development Committee of The Foundation for Firelands.

Supports the Development Department, their fundraisers and staff as needed.

Reviews catalogues, professional magazines, industry trend magazines and other source materials for new merchandise; to effectively purchase, display and sell merchandise. Selects vendors, negotiates contracts and places orders in the most cost effective manner.

Creatively merchandises showcases and in-shop displays. Develops a merchandising plan that maximizes product exposure, focusing on increased foot traffic and sales.

Focuses on continual marketing and business growth of the Auxiliary and the 3 Gift Shops by utilizing online promotions, email blasts, the creation of catalogs when needed, and social media outlets. Works with the Marketing department for improved ways to coordinate those efforts with in-house marketing, i.e.; banners, flyers, Feel Better with Firelands magazines, Strive for 5 Newsletters, and the Volunteer Connection.

# OTHER TASKS, DUTIES AND RESPONSIBILITIES

In conjunction with the Volunteer Director, promotes the volunteer opportunities available in the Gift Shops and actively assists with the recruiting of volunteers to fill Gift Shop operational schedules per the Volunteer Director’s policies and procedures. Utilizes a variety of sources to promote Gift Shop volunteerism including current Gift Shop volunteers, personal participation in professional organizations, personal membership in community organizations, and attendance to seminars and district conferences where other gift shop managers share ideas.

Demonstrates service excellence and ACE.

Supports Auxiliary, Development and hospital events as necessary.

Attends all required meetings and/or education days and in-services.

Represents the Medical Center in the community by providing volunteers for community functions in which Firelands Regional Medical Center participates.

Participates in department performance improvement activities as assigned and attends required training.

Performs other duties as requested or assigned by management.

# KNOWLEDGE, SKILLS AND ABILITIES

Associates Degree required, preferably in a business field; undergraduate degree preferred.

Three to five years’ experience in related field of merchandising and management.

Knowledge of standard office practices, typing skills desirable.

Works as a team player and interacts well with volunteers, management, other team members, and members of the Board of Directors.

Ability to communicate effectively in both written and oral form.

Ability to operate computer and various software packages and all functions of a point of sale system.

Knowledge and ability to instruct sales associates, prepare reports, and implement programs pertinent to the operations of the gift shop.

Willingness and ability to work with and manage people of varying interests, backgrounds and levels of maturity.

Must possess a valid State of Ohio motor vehicle operator's license and insurable under Firelands auto policy. Employee must provide proof of personal automobile liability insurance coverage upon request.

Demonstrated commitment to volunteerism.

Ability to maintain and project a positive impression of the medical center at all times.

Punctual attendance at assigned work location is required.

Ability to work in a safe and efficient manner and maintain an accident free work place, including ability to demonstrate a working knowledge of Medical Center emergency codes.

Ability to comply with OSHA regulations and CDC standard and transmission-based precaution recommendations and to utilize proper protective equipment. Ability to comply with provisions of applicable S.D.S. forms.

Successful completion of a one hundred-eighty (180) day probationary period.

# CORPORATE COMPLIANCE

The team member understands expectations and acts to assure full compliance with all Medical Center policies and procedures as well as all federal, state, and local regulations. This requirement includes reporting as directed by policy non-compliance with policies, procedures, and regulations.

# HIPAA/CONFIDENTIALITY STATEMENT

All workforce members are required to understand and adhere to the standards and policies of Firelands Regional Medical Center which relate to the use and disclosure and the security of personal health information (PHI). All workforce members will participate in relevant training and will seek guidance and support when necessary to address HIPAA-related issues and resolve questions about the standards and policies. This requirement includes performance to assure the highest standards of confidentiality for employee and patient records and sensitive work-related information. The team member understands the principles of confidentiality associated with Medical Center employee and patient records and performs within the highest standards of care to ensure these records remain confidential at all times.

Approved by:

Development Director Date

Approved by:

Human Resources Date

Reviewed by:

Employee Date

**PHYSICAL REQUIREMENTS FOR GIFT SHOP MANAGER:**

1. **In an eight (8) hour work day (bold):** 
   1. sit 0 1 **2** 3 4 5 6 7 8 hours
   2. stand 0 1 2 3 **4** 5 6 7 8 hours
   3. walk 0 1 **2** 3 4 5 6 7 8 hours

1. **Job requires:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 0%  None | 1-33% Occasionally | 34-66% Frequently | 67-100% Continuously |
| a. squatting |  |  | X |  |
| b. bending |  |  | X |  |
| c. kneeling |  |  | X |  |
| d. reaching |  |  | X |  |
| e. twisting |  |  |  |  |
| f. crawling |  | X |  |  |
| g. climbing | X |  |  |  |
| h. walking on rough ground | X |  |  |  |
| I. exposure to changes of temperature or humidity | X |  |  |  |
| j. exposure to dust, fumes, or gases | X |  |  |  |
| k. being near moving equip | X |  |  |  |
| l. working from heights | X |  |  |  |

1. **Job requires employee to lift/carry:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 0%  None | 1-33% Occasionally | 34-66% Frequently | 67-100% Continuously |
| a. 0-10 lbs |  |  | X |  |
| b. 11-24 lbs |  |  | X |  |
| c. 25-34 lbs |  |  | X |  |
| d. 35-50 lbs |  | X |  |  |
| e. 51-74 lbs | X |  |  |  |
| f. 75-100 lbs | X |  |  |  |
| g. 100+ lbs  (state weight) | X |  |  |  |

1. **Job requires employee to push/pull:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 0%  None | 1-33% Occasionally | 34-66% Frequently | 67-100% Continuously |
| a. 0-10 lbs |  |  | X |  |
| b. 11-24 lbs |  |  | X |  |
| c. 25-34 lbs |  |  | X |  |
| d. 35-50 lbs |  | X |  |  |
| e. 51-74 lbs | X |  |  |  |
| f. 75-100 lbs | X |  |  |  |
| g. 100+ lbs  (state weight) | X |  |  |  |

1. **At work, employee uses feet for repetitive movements, i.e., foot controls:**

Right: \_\_\_Yes X\_\_ No Left: \_\_\_\_Yes \_\_X\_\_ No Both: \_\_\_\_Yes\_X\_ No

1. **At work, employee uses hands for repetitive actions such as:**

Grasping Grasping and Turning Fine Manipulation Speed Work

Right: \_\_\_Yes \_X\_No \_\_\_Yes \_X\_No \_\_\_Yes \_X\_No \_\_\_Yes \_X\_No

Left: \_\_\_Yes \_X\_No \_\_\_Yes \_X\_No \_\_\_Yes \_X\_No \_\_\_Yes \_X\_No