

SA·RAH's Gift Shop

Role description

SA·RAH's Gift Shop

SA·RAH's Gift Shop is operated by the RAH Auxiliary and is located on Level 3, adjacent to the lifts facing the SAHMRI building in the food court area of the nRAH.

SA·RAH's Gift Shop sells gifts and craft items to patients, staff and visitors of the Royal Adelaide Hospital. The Gift Shop also takes order for linen packs for overnight visitors.

Funds raised within SA·RAH's Gift Shop are donated to the RAH for the purchase of equipment and to support patients.

Duties

- Greeting customers who enter the shop
- Assisting shoppers to find the goods and products they are looking for
- Being responsible for processing cash and card payments
- Stocking shelves with merchandise
- Answering queries from customers
- Reporting discrepancies and problems to the supervisor
- Giving advice and guidance on product selection to customers
- Dealing with customer refunds
- Keeping the store tidy and clean
- Responsible dealing with customer complaints by yourself or a supervisor
- Attaching price tags to merchandise on the shop floor
- Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.
- Receiving and storing the delivery of stock
- Take orders and payment for linen packs (to be delivered to the wards by others)

Hours of Service

Operating times: 10:00am to 6:00pm Monday-Friday (excluding public holidays)
10:00am to 4:00pm Weekends
Days: 7 days
Location of shift: SA·RAH's Gift Shop

Special Requirements

- Have the physical ability to undertake the duties in a safe manner
- Volunteers in this role may be required to be on their feet for a prolonged period of time
- Complete a clear National Police Clearance certificate and renewal every 3 years
- Comply with Work Health & Safety and Infection Control requirements
- Complete all annual mandatory training requirements

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Person specifications

Volunteers in this role will have the following personal skills, experiences and attributes:

- Excellent customer service skills including
- Ability to relate and engage with people from a diverse range of backgrounds
- Effective listening and communications skills
- Ability to be compassionate and empathic
- Ability to undertake duties with minimal supervision and as part of a team
- Reliable and punctual
- Have a friendly , confident and engaging manner
- Comfortable working with members of the public

Supervisor

Manager – Newsagency

I have read and understand the duties and requirements associated with this volunteering role.

Name

Signature

Date
