



VHF Gift Shop Volunteer

Volunteer Position Announcement

About the Organization

Valley Health Foundation (VHF) is a nonprofit leader in community health and healthcare, fundraising to support, innovate, and advocate for better health for all in Santa Clara County. VHF helps patients, families, and dedicated healthcare professionals who serve in public healthcare facilities in Santa Clara County. VHF is the foundation for Santa Clara County Medical Center, O'Connor Hospital, Regional Medical Center, St. Louise Regional Hospital, 15 primary and specialty care health centers, Santa Clara County Public Health, Behavioral Health Services, and Custody Health. VHF also supports many community-based programs and services that share our mission to ensure better health for all. For more information, please visit our [Valley Health Foundation](https://www.valleyhealthfoundation.org) website.

Who We're Looking For

The VHF Gift Shop at Regional Medical Center is more than a retail space. It is a place of comfort, connection, and care for patients, visitors, and staff. We are looking for a VHF Gift Shop Volunteer who brings entrepreneurial energy, creativity, and a strong sense of ownership to everything they do. You will be the kind of person who:

- Sees the gift shop not just as a store, but as a place of inspiration and care.
- Understands the basics of retail and is eager to learn how to make the shop more impactful and efficient.
- Brings a positive, can-do attitude to every challenge and sees change as an opportunity to improve.
- Feels deeply connected to our mission of improving health equity and access, and believes that small acts of kindness, like a thoughtful gift or a warm conversation, can make a big difference

Position Summary

The VHF Gift Shop Volunteer plays a vital role in creating a warm, welcoming, and positive shopping experience for patients, visitors, and staff. Volunteers assist with daily shop operations, including customer service, sales transactions, inventory support, and light maintenance tasks. This is a part-time volunteer position that helps support hospital morale through retail therapy.

Supervisor: Gift Shop Manager and Volunteer Coordinator
Status: Part-Time, Unpaid Volunteer
Schedule: Flexible, based on the agreed-upon schedule
Location: Regional Medical Center, San Jose, California

Responsibilities

- Customer Service
 - Greet customers warmly and provide assistance as needed.
 - Answer questions about merchandise and pricing.
 - Ensure a positive shopping experience for all visitors.
- Sales & Transactions
 - Operate the Point-of-Sale (POS) system.
 - Scan items, calculate totals, and process payments (credit and debit).
 - Issue receipts and provide accurate change.
- Store Upkeep
 - Dust shelves and merchandise.
 - Tidy the store and checkout area during slower periods.
 - Restock bags, supplies, and small merchandise as needed.
 - Keep the checkout station clean, organized, and welcoming.

Qualifications, Knowledge, and Abilities

- Strong organizational skills and attention to detail. Previous retail experience desired.
- Familiarity with POS systems and basic computer skills.
- Highly organized, self-motivated, and able to work independently.
- Bilingual (English/Spanish or Vietnamese) strongly desired.
- Ability to stand, bend, and move extremities for extended periods.
- Retail or stocking experience is helpful but not required; training will be provided.
- Minimum of 3 hours per day

Application Instructions

- This unpaid volunteer position will remain posted until filled.
- Interested applicants should follow the [SCVH HealthCenter volunteer application process](#).