

Hospital Gift Shop Manager

Job 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://valleyhealthfoundation.org) website.

Who We're Looking For

The 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 Gift Shop Manager 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 brand experience that can uplift and inspire.
- Has a builder's mindset and is excited to grow the shop into a self-sustaining, premier destination within the hospital.
- Is self-driven and thrives when given the freedom to lead, innovate, and make decisions independently.
- Understands retail strategy and knows how to increase profitability while staying true to our mission.
- Leads with professionalism and warmth, creating a positive environment for volunteers, customers, and staff.
- Brings a can-do attitude to every challenge and sees ambiguity as a chance to create something better.
- Feels deeply connected to our mission of improving health equity and access, and understands how even small moments of care can make a big difference.

If you are someone who dreams big, executes with precision, and wants to build something meaningful, we would love to meet you.

Position Summary

The Gift Shop Manager is the sole paid staff member responsible for overseeing all aspects of the hospital gift shop's daily operations and strategic development. This includes purchasing,

sales, inventory management, volunteer coordination, merchandising, and financial reporting. The Manager ensures the shop provides a warm, professional, and customer-focused experience while maintaining compliance with hospital policies and safety standards.

Supervisor: Senior Program Officer
Status: Regular full-time, exempt (salary) position
Schedule: 40 hours per week with some weekend or evening work required
Store Location: Regional Medical Center, 225 N Jackson Ave, San Jose, CA 95116
Field Location: San Jose, Santa Clara County, California

Responsibilities

Operations & Customer Service

- Manage all aspects of daily gift shop operations
- Provide exceptional customer service and foster a welcoming environment
- Ensure the shop is clean, organized, and visually appealing
- Maintain compliance with hospital policies and safety regulations

Sales & Financial Management

- Sell products, process payments, and maintain accurate POS transactions
- Monitor sales performance and prepare weekly financial and inventory reports
- Meet sales goals and develop strategies to increase profitability
- Reconcile daily cash records and prepare deposits for the VHF Finance Department

Purchasing & Inventory

- Serve as the shop's buyer, selecting merchandise aligned with customer needs and seasonal trends
- Create and maintain standard operating procedures for ordering, receiving, pricing, and stocking merchandise
- Establish and maintain accurate vendor files, order forms, and invoice records
- Track inventory levels and conduct end-of-year inventory counts
- Analyze sales data to inform purchasing decisions and markdowns

Merchandising & Marketing

- Design and maintain attractive product displays.
- Develop promotional activities around holidays, hospital events, and seasonal themes.
- Market the shop through signage, hospital communications, and VHF media channels.

Volunteer Coordination

- Recruit, interview, train, and supervise volunteers.
- Schedule volunteer shifts to ensure consistent coverage.
- Promote a positive and professional environment for volunteers.
- Ensure volunteers adhere to dress code and conduct standards.

Qualifications, Knowledge, and Abilities

- 5+ years of professional experience in retail operations, buying, or store management.
- Strong interpersonal and communication skills; ability to work with diverse groups.
- Familiarity with POS systems and computer proficiency.
- Highly organized, self-motivated, and able to work independently.
- Ability to manage multiple responsibilities in a fast-paced environment.
- Ability to work independently and collaboratively in a team-oriented environment.
- Multi-tasker with exceptional attention to detail and organization.
- Commitment to maintaining confidentiality and adhering to ethical standards in confidential information.
- Strong commitment to Valley Health Foundation's mission, goals, and values.
- Ability to move around Health System campuses and Valley Health Foundation offices is required, as needed.
- A personal vehicle for travel throughout Santa Clara County is required. Mileage is reimbursed at the federally approved rate.
- Bilingual (Spanish/English) strongly preferred.
- College degree preferred but not required.
- Ability to lift up to 35 pounds and move throughout the hospital campus as needed.
- Experience in a business start-up and/or online sales.
- Creative eye for merchandising and visual displays.
- Experience supervising or coordinating volunteers.
- Adaptable and quick problem-solver.
- Strong commitment to Valley Health Foundation's mission and values.

Compensation and Benefits

- Annualized salary of \$60,000-\$75,000 (depending on experience), based on a 40-hour/week full-time equivalent.
- Comprehensive health, dental, and vision benefits.
- Simple IRA with a 3% employer match.
- Generous Paid Time Off (17-20 days annually, accrued per pay period).
- Paid Sick Leave (7-10 days annually, accrued per pay period).
- Federal and County holidays (12 days annually).
- Paid Time Off and County holiday pay will be prorated according to the number of hours in a regularly scheduled shift.
- Training and professional development opportunities.

Application Instructions

- Interested applicants should submit a resume and cover letter to jobs@vhfca.org.
- Please include "Hospital Gift Shop Manager" in the subject line of the email.
- Employment is contingent upon successful reference and background checks.
- The position will remain posted until filled.