

# Dispensary Budtender

## Job Overview

Our Dispensary Budtenders play a key role in our growing retail dispensary business. Each day will be a new adventure to look forward to, but your ultimate goal will always be the same....to provide the "WOW" experience for every guest that enters our doors. A "WOW" experience is a fun and unique experience that our Budtenders create, while infusing world class service and product education to our customers that are seeking high quality cannabis products. Our Budtenders have a passion for service and building relationships, which makes them successful at transitioning guests into regular NYCCE clients that keep coming back! Our Budtenders are awesome at working as part of a team while ensuring they fulfill the following job duties.

## Job Responsibilities/Duties

- Greet every guest as they enter the store; assist in making informed purchasing decisions by providing product education, guidance and professional advice about products based on their needs, preferences, and budget.
- Maintain a pleasant and welcoming environment for all guests, answering their questions and addressing any concerns.
- Meet/Exceeds daily and monthly sales goals as set by management to drive sales revenue and earn monthly commission.
- Ensure the sales floor is adequately stocked and maintain an updated inventory of products.
- Demonstrate a comprehensive knowledge and understanding of cannabis-related products, health and wellness and effectively communicate product features and benefits to guests.
- Build and maintain relationships with regular clients, ensuring a high level of satisfaction every time.
- Utilize sales technology, such as the point-of-sale system, to process client payments accurately.
- Adheres to compliance systems by verifying guests' identification, follows security protocols, proper cash handling and management procedures and ensures proper packaging and labeling of products.
- Stay familiar with inventory management system and utilize it to avoid oversight and maintain accurate records.
- Provide accurate sales reports as required by local government regulations.
- Follow standard operating procedures for opening and closing the dispensary, guest check-in procedures, security measures during product delivery, inventory tracking and tracing, and product quality assessment.
- Follows all Company policies and procedures, as well as the dispensary's compliance with safety, security, and inventory, local, state and federal laws and regulations as it applies to the cannabis industry.
- Take responsibility for handling product recalls and emergencies, particularly in cases of defective products in accordance with Company standard operating procedures and guidance of management.
- Maintain Company Operating and Visual standards: ensuring store exterior, sales floor, back-office, etc. are clean and presentable, and all systems are working, immediately reporting any/all issues to management.
- Full participation in Company's training and development program to learn and improve skills and productivity as requested by management.
- Maintains knowledge of all computer and technology systems and software (e.g. registers, inventory management, delivery system, etc.).
- Completes special assignments and other tasks as assigned, including assisting team members as needed

## Skills/Experience/Requirements

- Must be at least 21 years of age. (Required)
- High School Diploma/GED and at least 1 year of previous experience working in a customer-facing retail/sales/customer service/hospitality role. (Required)

- Experience working in a heavily regulated industry or cannabis industry preferred.
- Legally authorized to work in the United States. (Required)
- Must be able to work flexible schedule including evenings, weekends and holidays. (Required)
- Must be friendly, outgoing and have a genuine passion for “service” and an ability to build relationships. (Required)
- Must have good communication and interpersonal skills, take initiative and have an ownership mentality. (Required)
- Must be open to change and demonstrate a willingness to learn and grow. (Required)
- Possess basic math skills (add, subtract, divide, multiply) and must be fluent in reading, writing, and speaking English; bi-lingual a plus! (Required)
- Prior experience with retail POS, Google Suite, MS Office (Microsoft Word, Excel, PowerPoint and Outlook) or other retail systems (i.e. inventory, sales reporting, etc.) is a plus!

### **Additional Requirements**

#### **Physical:**

- Ability to work satisfactorily in a fast-paced environment.
- Ability to communicate effectively with customers and team.
- Ability to maneuver the sales floor, sales shelves, and stock room up and down stairs; climbing, bending, and kneeling are required. Ability to frequently lift and carry product/cartons up to 50 pounds to process product shipment/transfers.

#### **Reports To:**

- Dispensary Store Manager

#### **Shift Schedule:**

- Part-time: Works 4-hour, 6-hour or 8-hour shifts, up to 29 hours/week.
- Availability: mornings, evenings, weekends, and holidays.

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If you are an individual with a disability and need reasonable accommodation at any point in the application or interview process, please let us know by emailing [HR@NYCCE.co](mailto:HR@NYCCE.co). Please note, this contact channel is not a means to apply for or inquire about a position and we are unable to respond to non-accommodation-related requests.