

Dispensary Retail Front End Supervisor

Job Overview

Our Dispensary Retail Front End Supervisor (RFEM) will play an integral part in laying the foundation for our growing retail business. The RFEM will be responsible for driving the overall retail experience for our guests by supervising team performance and overseeing daily operations of retail cannabis dispensary. They will work closely with the management team while ensuring they fulfill the following job duties.

Job Responsibilities/Duties

- Greets guests and assists with products and services.
- Leads by example, demonstrating best practices to inspire team to deliver both sales results and highest level of client satisfaction according to NYCCE standards.
- Supervises daily store operations and team members, opening/closing/changing shifts, task delegation and ensures proper scheduling team members according to the needs of the business.
- Daily Planning and Execution: Creates weekly/daily action plans; sets goals and expectations for store team members.
- Team Member Management: provides training, manages performance by conducting regular observations, providing feedback and coaching; offers recognition. Communicates regularly with team members through one-on-one discussions, group meetings, answering questions, provide mentoring, fosters an Open Door Policy, actively encouraging 2-way feedback and ensuring open communication between management and non-management team members. Establishes expectations and regular follow-up, tracks results, while showing regular enthusiasm and sharing the Company vision. Develops and delivers performance management for direct reports with the assistance of management and HR.
- Ensures compliance with 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.
- Supervises the control of the store assets including register counts, preparing and overseeing deposits, change orders, armored car pickups, and assists management overseeing invoices, cash reports and employee time keeping records.
- Maintains knowledge of all computer and technology systems and software (e.g. registers, inventory management, delivery system, etc.).
- Ensures Company Operating and Visual standards: store exterior, sales floor, back-office, etc. are clean and presentable, sales floor stock replenish; manages repair and maintenance immediately responding to all system issues by contacting information technology support and seeking solutions.
- Ability to read, analyze, and interpret documents relating to dispensary performance, general business periodicals, professional journals, safety, security and technical procedures, and governmental regulations
- Learns to analyze inventory trends and assists with inventory management, ensuring adequate stock and leveraging company resources to avoid outs and overstock.
- Ensures receiving, stocking, pricing, returning, and transferring of merchandise is completed by inventory team members.
- Full participation in Company's training and development program to improve skills and productivity as requested by management.
- Seeks self-development by monitoring own performance, sets high personal standards, actively seeks best practices and maintains open communication with management.
- Assists management team in planning and attending community events
- 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)
- Legally authorized to work in the United States (Required).
- High School Diploma/GED with some college. (Required)
- Ability to pass pre-employment background check (Required)
- Must be able to work flexible schedule including evenings, weekends and holidays and adhere to attendance policy. (Required)
- Minimum 2 years Retail experience. (Required)
- Minimum 1 year in Banking (preferred)
- Prior experience working in a heavily regulated or cannabis industry. (Highly Preferred)
- Must be open to change and demonstrate a willingness to learn and grow. (Required)
- Possess exceptional math skills (add, subtract, divide, multiply) and must be fluent in reading, writing, and speaking English; bi-lingual a plus! (Required)
- Must be technically proficient with MS Office (Microsoft Word, Excel, PowerPoint and Outlook). Experience using retail systems (i.e. labor management, inventory systems, sales reporting, etc.) is a plus!

Additional - Physical Demands and Requirements:

- Ability to work satisfactorily in a fast-paced environment and communicate effectively with customers and team.
- Ability to stand for entire shift (up to 8 hours), maneuver sales floor, sales shelves, and stock room, climbing up and down stairs and ladders; bending, and kneeling are required.
- Ability to frequently lift and carry products/cartons/boxes up to 50 pounds to process product shipments/transfers.

Reports To:

- Dispensary Store Manager

Shift Schedule:

- Full-time/Part-time: Works 6-hour to 10-hour shifts, 32-45 hours/week.
- Availability: mornings, evenings, weekends, and holidays.

EEOC: NYCCE is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, Veteran status, the presence of any physical or mental disability, or any other status or characteristic protected by federal, state, or local law. Discrimination, retaliation or harassment based upon any of these factors is wholly inconsistent with how we do business and will not be tolerated.

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. 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.