

Natural Apothecary LLC – General Manager

Natural Apothecary LLC (NA) has one primary goal, passion, and priority in the legal cannabis industry, providing safe access to the highest quality legal cannabis products. There are a number of people who will benefit from legal cannabis access in New Jersey. NA intends to provide high quality cannabis products to our customers while being great corporate citizens in each town that we operate within.

Job Summary

The General Manager collaborates with the Assistant Store Manager and leadership team to develop, document, and implement practices, policies, and strategies that supports a results-driven culture. This person will be responsible for overseeing daily operations of the dispensary and handling the needs of the general operations. In conjunction with the leadership team, this role is responsible for hiring and developing a team of highly motivated individuals who are passionate about cannabis and compliant with state and local rules and regulations

Duties & Responsibilities

- Creates and executes market strategy by utilizing knowledge of competitive landscape
- Resolves any dispensary-related issues and customer complaints
- Accountable for leading store culture that ensures superior customer experience
- Oversee performance management to include performance reviews, performance improvement plans
- Work to ensure alignment between online and retail sites in conjunction with the Ecommerce team
- Communicate in a concise, clear, and honest manner
- Share information regularly with corporate team members
- Trains retail team on the use of cannabis-based products
- Awareness of market demands and customers' needs in area
- Ensure all dispensaries and dispensary staff are in compliance with current state laws and regulations
- Responsible for implementation and delivery of key programs and initiatives that encourage an increase in sales and number of clients seen as well as any other initiatives that may be relevant to growth.
- Participates and be accountable for recordkeeping and reporting necessary for State compliance
- Oversee and perform all functions associated with management and oversight of a retail dispensary
- Maintain accurate inventory of all cannabis products.
- Manage and supervise the activities of dispensary staff and make recommendations or decisions regarding hiring, discipline, termination, or advancement of employees.
- Ensure that all Procedures are updated in store to provide the best practice for staff and customers
- Ensure Key performance Indicators are captured and achieved
- Manage daily financial reporting requirements and oversee all cash handling procedures.
- Develop and maintain a schedule of all dispensary staff
- Communicate any client incidents or complaints to upper management
- Oversee product recalls
- Assist in ensuring the dispensary's compliance with local and state regulations
- Strives for customers satisfaction
- Manage and oversee delivery team and logistics schedules via seed to sale tracking system

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- Develop and implement P&L reporting with action planning on how to improve KPI's and SWOT

Qualifications

- Must meet minimum age requirements as determined by local, state, and federal requirements
- Must complete background check as required by state, and federal requirements
- Maintain regular and punctual attendance
- Leadership skills in developing staff

Education & Experience

- High School Diploma or GED required
- Bachelor's degree or equivalent required
- 3-5 years Retail management experience or 3-5 years customer care

Skills

- Customer Focused: Dedicated to creating a memorable experience for internal customers; viewed as a good listener and is easy to approach; understands the customers' needs and be patient.
- Drives Sales: Understands shopping patterns; can identify sales opportunities
- Relationship Building Viewed as a truthful individual who shares authentic feedback in a respectful manner; takes responsibility for mistakes and offers impactful solutions; recognizes strengths and weaknesses of each staff member
- Technology troubleshooting and maintenance

Working Conditions

- Work is performed inside the dispensary
- Occasional work outside (inventory intake / delivery)
- Involves interactions with staff, vendors, customer, local and state authorities
- High pace environment

Direct Reports

- Managing Member

AT-WILL EMPLOYMENT

The relationship between you and the Natural Apothecary LLC is referred to as "employment at will." This means that your employment can be terminated at any time for any reason, with or without cause, with or without notice, by you or the Natural Apothecary LLC. No representative of Natural Apothecary LLC has authority to enter into any agreement contrary to the foregoing "employment at will" relationship. You understand that your employment is "at will," and that you acknowledge that no oral or written statements or representations regarding your employment can alter your at-will employment status, except for a written statement signed by you and either our Executive Vice-President/Chief Operations Officer or the Company's President.