

Natural Apothecary LLC – Front End Manager (Sales / Customer Experience / Work Flow)

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 Assistant Manager Front End collaborates with the Store Manager and leadership team to develop, document, and implement practices, policies, and strategies that support a performance and results-driven culture. This person will be responsible for overseeing daily operations of the dispensary and handling the needs of all customers s/customers. In conjunction with the Store Manager, 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

- Oversee and perform all functions associated with cannabis dispensary operations
- Manage and supervise the activities of dispensary staff
- Ensure that all Procedures are up to date
- Trains dispensary staff to ensure a consistent performance and knowledge of the cannabis industry
- Has a comprehensive understanding of all cannabis derived products
- Ensure Key performance Indicators are captured
- Manage daily financial reporting requirements and oversee all cash handling procedures.
- Communicate any customers incidents or complaints to the store General Manager
- Assist in implementation of the strategic plan to grow the dispensary's operation
- Strive for customers satisfaction and maintains a friendly work environment
- Drives Sales
- Manages bud tenders and front-end personnel
- Communicates effectively with the General Manager and back End Manager

Qualifications

- Must be at least 21 years of age
- Able to pass all background checks as required by state cannabis agency.
- Availability to work retail schedule that includes nights and weekends
- Prior customer service experience in hospitality, customer services, or retail environment.

Education

- High school diploma/GED required
- Bachelor's Degree Preferred
- 3-5 Years within retail, hospitality or customer service roles
- 1-3 years of management experience
- Equivalent combination of work/education experience accepted

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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.
- Proficient in Excel, Word, PowerPoint programs
- Has excellent communication and verbal skills
- 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

- Assistant Manager Front End

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.