

Natural Apothecary LLC – Lead Budtender

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 Lead Budtender is responsible for leading the dispensary team by setting personal examples that continuously improves all quality, training, and customer experience programs. This position is accountable for executing the achievement of all sales and customer experience.

Duties & Responsibilities

- Provides knowledge, expertise, guidance, and experience to each customer by explaining benefits of each products offered.
- Ensures customer questions or concerns are resolved quickly and completely.
- Accountable for accurately receiving, coordinating, and fulfilling customer orders by utilizing the Point of Sale (POS) and inventory tracking systems (METRIC).
- Adapts to varied sales volume and stays active by initiating continued learning activities
- Meets/exceeds day to day sales KPI's
- Assist management staff in ensuring all procedures are being followed
- Assists is fostering a positive work environment, treating everyone with dignity and respect
- Performs other duties as assigned by Management staff

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.
- Must be able to communicate effectively with customers and team members.
- Prior customer service experience in a hospitality, customer services or retail environments.

Education

- High school diploma/GED required
- Bachelor's Degree Preferred
- 1-2 Years within retail, hospitality or customer service roles
- 1 years of management experience
- Equivalent combination of work/education experience accepted

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.

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- 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.