



## Wellness Consultant

**Department:** Retail

**Status:** Full-Time

**Reports To:** Regional Provisioning Center Manager

**Job Classification:** Non-Exempt/Hourly

### Job Summary:

The Wellness Consultant will help Redbud Roots provide our customers with a superior experience through information, exceptional service, and the highest quality cannabis products. This position is responsible for all sales functions, remaining knowledgeable about products and services, assessing customer needs, and helping to maintain appropriate inventories.

### Essential Job Duties/Responsibilities:

- Welcome and assist all patients and guests of the provisioning center
- Professionally and courteously address all inquiries, feedback, complaints or concerns
- Stay up to date on offers and specials
- Respond to patient inquiries with comprehensive knowledge and accuracy
- Understand compliance issues
- Receive and document inventory accurately
- Closing and completing all end of day reports and closing procedures
- Foster a sense of teamwork with all team members
- Adhere to and uphold Redbud Root's Loss Prevention systems to prevent theft and/or waste
- Be vigilant. Look for suspicious activity and behavior. Note any unusual incidents
- Greet all guests promptly
- Ask questions to help you understand the needs of the patient
- Determine if any guests have physical restrictions that require special accommodation
- Demonstrate expert knowledge of Redbud Root's, and other, cannabis products and their health and wellness benefits
- Be familiar with accessories and ancillary products available at the provisioning center
- Create interest in additional products and services, ask for sales
- Serve our patients efficiently, reducing transaction time when possible
- Know all safety and security protocols
- Ensure dispensary is clean and tidy
- Perform other duties as assigned by management

### Education and Experience:

- High school or equivalent (Required)
- Previous retail or customer service experience; cannabis sales experience preferred
- Be at least 21 years of age
- Polished professional with excellent communication and organizational skills
- Works well with others, alone and with little supervision

- Knowledge of/ability to learn about cannabis plants, strains and products
- Strong attention to detail
- Positive attitude and charisma
- Ensure a high level of customer interaction, suggestive selling and enthusiasm
- Energetic and highly determined
- Working knowledge of Medical and/or Retail Cannabis an asset
- Proficiency in MS office products and POS (cashier) systems

**Physical Requirements:**

- Prolonged periods standing and walking throughout center
- Must be able to lift up to 25 pounds at times
- Must be able to bend, lift, stretch, climb, and crawl to access products
- Must be able to perform work in a variety of weather conditions