



## Dispensary Store Manager

**Department:** Retail

**Status:** Full-Time

**Reports To:** Regional Provisioning Center Manager

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

### Job Summary:

The Dispensary Store Manager is responsible for overall management of the dispensary, staff, merchandise, and customer service. This person will also be responsible for maximizing sales and profitability by focusing on key business initiatives, while minimizing loss and exposure to the company. The Dispensary Store Manager sets the tone for the day, maintains the culture of the business, protects the brand, inspires the employees and shows compassion for the customer.

### Essential Job Duties/Responsibilities:

- Provide coaching, training, and support to your team
- Maintain a high level of product and service knowledge
- Demonstrate and lead an outstanding customer service experience and establish a sales-focused culture
- Analyze the business, propose and implement action plans to improve results, generate sales for each product category creating new clients and reactivating former ones
- Develop and deliver events and incentives to grow business
- Work closely with the merchandising team to ensure appropriate stock and assortment levels are met
- Make recommendations for dispensary renovations, upgrades and expansion to increase sales and market share
- Responsible for all dispensary opening and closing procedures
- Demonstrate sales leadership by playing an active role on the selling floor and leading by example
- Adhere to and uphold loss prevention systems to prevent all possible opportunities for loss and endangerment
- Builds and increases customer retention, foster strong relationships, and develop brand awareness and loyalty
- Complete all necessary administrative paperwork in a timely manner including creating staff work schedules and ensure appropriate dispensary coverage
- Control daily invoices, petty cash, and take necessary actions to effectively control costs and ensure efficient operation in dispensary
- Responsible for management and maintenance of dispensary inventory
- Review and submit sales and operational reports to management
- Ensure maintenance of cycle counts, inventory accuracy, and shrink requirements
- Create a supportive environment to develop/motivate staff through goal setting, performance monitoring, monthly touch base meetings and dispensary wide meetings to coach and deliver timely feedback

- Recruit dispensary associates with specific qualifications and skills that meet company and market standards
- Enforce company policies while adhering to proper procedure regarding disciplinary action
- Identify individual and team training needs
- Ensure timely submission of accurate timesheets
- Other duties as assigned

**Education and Experience:**

- 1-3 years of experience at a supervisor/manager level in a customer service/retail environment
- High School diploma, post-secondary education is an asset
- Energetic and enthusiastic with a passion for our products
- Proven track record of success, leading a team within a high-volume retail environment
- Strong interpersonal, communication, organization and execution skills.
- Ability to juggle multiple priorities
- Strong leadership skills and the ability to coach and mentor team members
- Ability to use POS system and its inventory management functions
- Ability to maintain composure under pressure
- Working knowledge of Medical and/or Retail Cannabis an asset
- Knowledge of Local, Provincial, and Federal Laws and Regulations pertaining to Medical
- Strong computer skills (MS office preferred)

**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