



SHIFT LEAD DESCRIPTION

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Description

The dispensary Shift Lead, also referred to as a Sales Lead, is the liaison between a budtender and support function of the Store Management Team. Primarily serving as the first point of contact for low-level customer complaints, providing guidance for budtenders and encouraging employee best-practices, the Dispensary Shift Lead should set the standard for performance and keeping associates motivated. This position is responsible for maintaining the best-in-class customer service while ensuring compliance to all applicable regulations and company policies set forth by the Store Management Team. This is a retail position that requires working nights and weekends.

Job Functions

- Assist Store Management Team in ensuring all Standard Operating Procedures (SOPs) are being followed to reflect regulatory and compliance requirements
- Handle payments (cash, debit and ACH) and complete transactions with accuracy in a fast paced environment
- Conduct registers checks throughout the day and balance reconciliation where necessary
- Accurately fulfill customer orders through the Point of Sale (POS) system and inventory tracking systems in compliance with company, local, and state policies and procedures
- Open and closing procedures, including end of day reporting
- Assist with the onboarding and training of new staff in partnership with the Store Management Team
- Work with the Store Management Team to ensure retail store operations run smoothly, properly and in compliance with the applicable rules and regulations
- Maintain in-depth knowledge of all products and strains in the store as well as industry-wide product knowledge
- Follow and uphold established policies for sales and customer service to ensure customer satisfaction
- Monitor Sales Floor to ensure customers are receiving exceptional service
- Ensures customer questions or concerns are resolved in a timely manner and communicates escalated or unresolved concerns to Store Management immediately
- Identify employee issues and escalate to Store Management in a timely manner

Qualifications

- Cannabis experience required, prior experience within a cannabis dispensary strongly preferred
- 4+ years of experience in a high volume retail environment
- Minimum of 1 year of experience supervising or training employees
- Excellent Leadership Skills
- Strong interpersonal communication and conflict resolution skills
- Strong knowledge of retail technology platforms and systems
- Effective multi-tasker with strong attention to detail and accuracy
- Must be able to work nights, weekends and holidays
- Passionate about serving the NJ Cannabis community
- Strong math and computer skills
- Strong written and verbal communication skills
- Ability to work proficiently within Google Suite / Microsoft Office
- Must be 21 years of age or older as required by the NJ CRC
- Able to pass all background checks as mandated by the NJ CRC.

This job operates in a professional retail store environment. This role routinely uses standard office equipment such as computers, phones, and printers. This position requires weekends, nights, overtime as needed, holidays, and flexible work availability. Some travel may be required.

Physical requirements

While performing the duties of this job, the employee is regularly required to speak and listen. This employee is frequently required to stand or sit for long periods, walk constantly, use hands or feet, reach with hands and arms, and may be required to assist with lifting and/or moving product up to 50 pounds. May be required to work outdoors and/or during inclement weather.

Hiring Policies

XENA encourages applications from people of all races, religions, national origins, genders, sexual orientations, gender identities, gender expressions, and ages, as well as veterans and individuals with disabilities. XENA provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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