



BUDTENDER JOB DESCRIPTION

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Description

Budtenders are the frontline employees of the Cannabis Industry - they set the tone for the customer experience. Budtenders are expected to contribute to the XENA Team by maintaining an environment that encompasses compassion, education, wellness and inclusivity. Budtenders also assist the XENA Management Team with the daily operations of the store, along with any XENA hosted activities. Budtenders are responsible for abiding by policies, procedures, and regulations set forth by the CRC. The right person for this role is someone who is eager to learn about cannabis, pays strong attention to detail, thoroughly enjoys connecting with others, and thrives in a fast-paced environment. This is a retail position that requires working nights and weekends.

Job Functions

- Assist 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
- Accurately fulfill customer orders by utilizing the E-Commerce and Point of Sale (POS) systems and inventory tracking systems in compliance with company, local, and state policies and procedures
- Assist with intake of vendor deliveries, including counting, organizing and labeling as directed by the Management Team
- Greet customers upon arrival, check their IDs, check them into the system, and maintain customer profiles with up to date information
- Communicate with customers via phone, email, and text based messaging to address incoming inquiries and/or concerns
- Assist customers in product selection based on their personal preferences, product availability and thorough knowledge of products offered
- Clean and maintain areas of the dispensary such as work stations, showrooms and counter spaces
- Participate in new and existing product training via vendors, XENA, or third-party sources provided by management
- Stay up-to-date with new products, strains, changes in law, and industry trends in order to provide the highest level of customer service
- Promote a work environment that is positive, customer-service oriented, including greeting customers warmly when they enter

Qualifications

- 2+ years of experience in a high volume retail environment
- Prior experience within a Cannabis dispensary or Cannabis industry strongly preferred
- Must be able to work nights, weekends, and holidays
- Excellent customer communication and customer service skills
- Cash handling experience strongly preferred
- Strong interpersonal communication and conflict resolution skills
- 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.

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 lift 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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