



DISPENSARY FULFILLMENT LEAD DESCRIPTION (FULL TIME)

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Description

The Fulfillment Lead, also referred to as an Inventory Control Specialist, will be responsible for receiving, counting and unloading product deliveries, monitoring inventory throughout the facility, moving inventory and other materials to fulfill orders for consumers, and assisting the Store Management Team with audits. This position requires a diligent team member who plays close attention to detail and is able to multitask in a fast paced environment. The Fulfillment Lead will work alongside their team, reporting to the Inventory Manager, to create an environment that is positive, customer-service oriented and organized. This is a retail position that requires working nights and weekends.

Job Functions

- Manage product intake, ensuring the product received matches the invoice and product labels are accurate prior to inputting the product into the POS system
- Confirm product counts and compliance labels match dispensary manifests, ensuring no rejections or compliance issues
- Perform opening and closing procedures, including nightly cycle counts, reporting and reconciliation
- Perform monthly cycle counts under the direction of the Management Team
- Assist with managing inventory levels in alignment with promotions and low-stock items
- Assist with inventory discrepancy investigations to determine the cause and escalate to Management Team in a timely manner
- 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
- Maintain organization of finished goods inventory storage, resulting in accuracy in order picking and packing
- Conduct daily online menu checks to ensure accuracy, escalating any issues to the Store Management Team immediately
- 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 alignment with applicable rules and regulations
- Maintain in-depth knowledge of all products and strains in the store, as well as promotions and industry-wide product knowledge
- Ensure customer questions or concerns are resolved in a timely manner and communicates escalated or unresolved concerns to 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
- Inventory management system experience required
- 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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