

## **POSITION DESCRIPTION**

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<b>POSITION:</b>	<b>Lead Budtenders</b> (3 positions)	<b>LICENSED:</b> No
<b>DEPARTMENT:</b>	Northern Light Cannabis Co.	<b>GRADE:</b> (\$15.00 hr)
<b>REPORTS TO:</b>	Store Manager	<b>STATUS:</b> Full-time

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### **POSITION SUMMARY:**

At the direction of the Store Manager and Floor Manager for Northern Light Cannabis Company in Dafter, Michigan, the Lead Budtenders will oversee assisting customers in selecting suitable cannabis products. The Floor Manager will work with Lead Budtenders in carrying out all retail operations in the store, including, but not limited to, register operations, customer service, store appearance and displays, and employee interactions, and by performing other functions as assigned.

### **ESSENTIAL FUNCTIONS:**

- Advise customers on suitable cannabis products based on their needs, preferences, budgets, and reactions to different strains of cannabis.
- Maintain in-depth knowledge of products and strains in the store, as well as industry-wide product knowledge.
- Processing customer's payments using the retail store's Point of Sale (POS) system.
- Ensuring the retail store is clean and well-organized at all times.
- Educate customers on the safe use of their selected cannabis products.
- Oversee Budtenders or Budrunners to ensure customer satisfaction.
- Display a high level of product understanding.
- Keep customer wait times remain at acceptable levels, ensure sales transactional efficiency, and overall providing support for those on the budroom floor.
- Deal with issues that arise from employees or customers (complaints, grievances etc.)
- Ensure high levels of customers' satisfaction through excellent service.
- Ensure the store is opened, closed, and run while efficiently following all protocols.
- Maintain outstanding store condition and visual merchandising standards
- Ensure the provisioning center remains compliant with security, inventory, and tribal regulations to ensure safety.
- Provide education for staff about cannabis strains, edibles, concentrates, and consumption mechanisms.

- Be a shining example of well behavior and high performance

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is regularly required to walk and stand with occasional sitting. Occasionally, the employee must squat, crawl, crouch, and kneel with frequent bending, climbing, balancing, and push/pulling. The employee is occasionally required to use hands for firm manipulation and reach with hands and arms above shoulder level.

**POSITION REQUIREMENTS:**

- Has a minimum of one years' experience in a high volume cannabis dispensary, or similarly highly-regulated industry preferred.
- A minimum of one years' experience in retail or hospitality experience preferred.
- High school diploma required.
- Must be a minimum of 21 years of age.
- Must pass any and all required background checks.
- Prove successful experience in the retail industry.
- Excellent interpersonal communication skills, and able to fulfill the reporting requirements of the Floor Manager and Store Manager.
- Must be able to use a computer, including Word, Excel, Outlook, etc.
- Must maintain strict confidentiality.
- Must be able to work all shifts, weekends, holidays, and on-call.
- Must have the ability to work well under pressure with minimal supervision.
- Must demonstrate effective leadership and supervisory skills.
- Must have an excellent past work record, including attendance.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** Open Until Filled

**APPLY TO:** Please email application and resume to Erin Forrester, HR Generalist at [eforrester@baymills.org](mailto:eforrester@baymills.org)  
Subject: Lead Budtender- Northern Light Cannabis Company

\*Applications can be found at [www.baymills.org](http://www.baymills.org) under "employment opportunities"