

Job Title: Dispensary Sales Manager

Job Summary: Use prior experience to lead and supervise all aspects of retail operations. This includes leading product and sales strategy, scheduling, compliance with cannabis regulations and labor laws, staffing, and record-keeping.

Salary:

Duties and Responsibilities:

- Lead all dispensary sales operations, set best practices, and perform internal audits designed to evaluate risk and test internal controls, as well as identify opportunities for more efficient operational processes. (e.g safety and security, customer service, facilities, cash, technical, inventory).
- Oversee sales goals and initiatives, and adjust pricing, promotions, and tactics based on need.
- Review financial statements, sales, activity reports, or other performance data to measure productivity or goal achievement or to identify areas needing cost reduction or program improvement.
- Prepare reports, budgets, and ensure proper record-keeping practices to support these functions.
- Establish, implement, and audit cash procedures as it pertains to preparing deposits and daily cash reconciliation.
- Oversee advertising, marketing, product promotions, menus, and purchasing decisions based on estimated consumer demand, sales data, and industry knowledge.
- Establish inventory processes including monitoring suppliers to ensure that they efficiently and effectively provide needed goods or services within budgetary limits. Negotiate pricing, discount and credit terms, delivery schedules, and payment of invoices.
- Develop and facilitate high customer experience standards, to include excellent customer centered culture and industry leading customer engagement through sales training, product knowledge and education, and visual merchandizing.
- Execute a world class hospitality program to drive repeat business and expand sales through strong networking, addressing customer needs, customer complaint resolution, customer data capture, and building brand loyalty.
- Design and implement Company's standard operating procedures and goals, including protocols for safety, sanitation, customer service, record keeping, and security including cash handling, locked storage of product, and recognizing risk.
- Oversee dispensary building, facility, and equipment functionality. Coordinate any required maintenance, renovation, or repair.
- Assist in the supervision of the Security team to ensure acceptable standards are maintained for the overall safety and upkeep of the dispensary.
- Ensure state and regulatory compliance, including the implementation of required hiring and sustainability practices.

- Actively participate in the recruitment, interview, and hire process of filling open positions in a timely manner based on store performance and volume.
- Train employees in expected operational standards using appropriate tools such as SOP's, compliance audits, company, and state policies and procedures.
- Ensure staff onboarding and new hire training completion.
- Maintain an expert-level knowledge of Company's Point of Sale system and state-required seed to sale tracking system and provide training to staff.
- Manage direct reports' schedules, time, and attendance, leave requests, and work assignments.
- Work with staff and leads by example to increase efficiency, accuracy, and product knowledge.
- Oversee direct reports performance and deliver staff performance, lead staff performance management, succession planning, development of members strengths, and improvement of weaknesses.
- Conduct investigations as necessary, coach staff on performance, attendance, violation of company, and compliance policies, and carry through disciplinary actions, up to and including terminations, in partnership with HR.
- Provide leadership, training, guidance, and support to staff that fosters continuous learning and improvement in performance of the dispensary.
- This role routinely uses standard office equipment, technology, and software.

Working Environment:

- This job operates in a retail store environment.
- May be required to work outdoors and/or during inclement weather.

Minimum Qualifications:

Age: 21 years of age

Education: High school diploma or equivalent

Experience:

- Minimum of 1 year of experience in a related field OR industry-recognized training or education in a related field.
- Prior supervisory or management experience in a related field preferred.
- Intermediate-level math skills.
- Strong computer-based skills.

EEO Statement: [Company Name] is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic

information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. [Company Name] makes hiring decisions based solely on qualifications, merit, and business needs at the time.

EXAMPLE