

Job Description

Job Title: Dispensary Manager	Exempt
Department: Retail Site	Salaried Position
Reports to: President	Fair Labor Standards Act (FLSA):

Main functions:

The Dispensary Manager is responsible for overseeing all the day-to-day processes that are carried out in The Dispensary. He/she provides strong day-to-day leadership presence and bridges the gap between production and retail operations. The Dispensary Manager will be responsible for managing the dispensary in strict accordance with DPH and organizational targets and policies. He/she will aim to maximize revenues while minimizing costs. The General Manager will ensure promotions are accurate and merchandised to the company's standards, and that excellent customer service and patient care standards are met.

The Dispensary Manager will also be required to assist with human resources, marketing, logistics, information technology, and customer service.

Key Duties and Responsibilities:

- Managing product inventory, goods for display and making key decisions about stock control.
- Ensuring there is zero inventory shrinkage or misconduct by retail associates.
- Dealing with staffing issues such as interviewing potential staff, conducting appraisals and performance reviews, as well as providing or organizing training and development.
- Manages and motivates a team to increase sales and ensure efficiency.
- Uses the Point of Service system to ensure all relevant information is recorded and tracked accurately.
- Maintain the integrity and security of the dispensary by allowing only authorized personnel into dispensary and ensuring all products are stored appropriately.
- Maintain absolute confidentiality at all times.
- Develop new ongoing initiatives in dispensary.
- Managing and motivating a team to increase and improve sales and ensure efficiency.
- Analyzes and appraises the effectiveness of retail operations and staff and makes appropriate adjustments.

- Ensuring standards of quality, customers service and health and safety are met.
- Responding to and overseeing customer questions, complaints and comments both in person and via Zendesk and making recommendations to address complaints that are heard consistently.
- Updating colleagues on business performance, new initiatives and other pertinent issues.
- Touring the sales floor regularly, talking to employee and customers and identifying and resolving urgent issues.
- Conducting sales transactions when required.
- Insuring adequate managerial coverage for opening and closing the Dispensary.

Employment Requirements:

- MUST have a VALID MA Drivers license and proof of insured reliable transportation
- Must be 21 years of age
- Punctual, meticulous, reliable
- Courteous manners with patients
- Have knowledge of strains, genetics, edibles and growing.
- Submit to a full background check

Qualifications:

- BS/BA
- Meticulous attention to detail
- Excellent communication skills
- High level of responsibility
- Flexibility and willingness to pitch-in wherever needed
- Must be confident and customer service oriented when dealing with patients/customers on the phone and in person as well
- Compassion for patients
- Applicable experience as a retail manager or assistant manager

The above statements are intended to describe the general nature and level of work being performed by the people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the job. The Company, rather than management, retains the discretion to add or change duties of this position at any time.

Alternative Therapies Group, Inc is an Equal Employment Opportunity/Affirmative Action/Drug-free workplace