JOB TITLE: Budtender

DIRECT REPORT(S): General Manager, Assistant/Dispensary Manager, & Key Holders

PAY RATE: $18.00/hr + tips

JOB STATUS: Full-time/Part-time

POSITION SUMMARY: Our ideal Budtenders stand at the front lines of our company and play a crucial role in the success of product sales and providing excellent customer experiences. They are energetic, receptive, & knowledgeable employees who understand the balance between operational efficiency and prioritizing customer service. Our Budtenders ensure they are giving every customer the best service possible by tailoring their shopping experience by being mindful of their individual needs. They must possess the ability to communicate effectively with customers and their team alike, consistently meet and exceed sales goals, as well as regularly develop their cannabis knowledge on all product categories and brands in order to remain up to date with our inventory.

CUSTOMER SERVICE EXPECTATIONS:

- Acknowledge every customer as soon as they enter our facility by greeting them with welcoming statements such as, “Welcome to SWED!” “My name is _____, what can I help you find today?” “Have you been told about our running deals/promotions today?” “Do you have any questions about any other products you may have been curious about?”
- Speak clearly and professionally to all guests and coworkers
- Go above and beyond to give our guests an enjoyable and informative experience in order to showcase the SWED standard of customer service
- Discreetly escalate all serious incidents to mgmt. (ex: upset customers, employee conflict, product returns, and security breaches)
- Promote a work environment that is positive, energetic, respectful, customer service oriented, and compliant with established company policies and procedures
- Understand all ongoing and/or daily specials/promotions and communicate that information to all guests in a friendly and professional manner

OPERATIONAL DUTIES AND RESPONSIBILITIES:

- Perform all duties, tasks, and functions as assigned by leads and management
- Show consistent growth in sales abilities shown by achieving and exceeding monthly sales goals
- Accurately and compliantly operate the Point Of Sale (POS) system
- Consistently maintain strong cash handling skills and an accurate cash drawer
- Maintain a clean and tidy cash drawer by straightening out and facing all bills in the same direction, as well as verifying that all large bills have been appropriately checked for validity
- Know how to properly check for/identify counterfeit bills (locating UV strips on bills, using counterfeit pens, feeling for raised edges, running bills through the money counter, etc) https://www.uscurrency.gov/educational-materials/training-course
- Speak positively about all products on our shelves regardless of personal preference
- Maintain product knowledge on all product categories and brands in store by seeking out new information

- Share product reviews with peers to ensure a high level of product knowledge amongst the entire team
- Act with honesty and integrity at all times
- Responsible for completing all sidework tasks in a timely manner; at least 1 hour before end of shift
- Responsible for upkeep and cleanliness of the sales floor at all times and ensuring retail products are always facing out and are properly displayed (check for missing labels, low stock levels, overflow, flyer accuracy, register supplies organization/restock, sanitization, etc.)
- Responsible for taking all scheduled breaks and lunches at the designated times
- Understand that no vault access is allowed under any circumstances

NECESSARY ABILITIES:

- Skilled in Sales, Cash Handling and Customer Service
- Thorough understanding and ability to upsell/cross sell
- Knowledgeable in all product categories and open to ever expanding knowledge base
- Must avoid any interactions that may cause negative reviews/feedback from guest
- Willingness and ability to offer support/guidance to all new hires
- Willingness to work and communicate with teammates professionally
- Has a refined attention to detail and communicates any supply needs to Management and Leads

MINIMUM REQUIREMENTS:

- Be at least 21 years of age
- Previous retail/customer service experience; cannabis sales experience preferred
- Ability to pass a comprehensive background/Live Scan check if necessary
- Must adhere to Employee Handbook policies
- Must have a high school diploma or GED
- Proficiency in point-of-sale cashier systems
- Ability to perform general mathematical calculations and have cash handling skills
- Must be able to individually lift up to 50lbs.
- Must be able to sit, stand, stoop, crouch, reach, and lift for long periods of time
- Must be able to stand for at least 4 hours straight

DESIRED SKILLS AND QUALIFICATIONS:

- Exceptional interpersonal and team building skills
- Exceptional member service mindset
- Energetic and highly determined
- Effective oral and written skills
- Dedicated team player

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at SWED are based on merit, qualifications, and abilities. SWED complies with all EEOC guidelines. SWED complies with California law and protects individuals from illegal discrimination by employers based on the following: race, color, ancestry, national origin, religion, creed, age (over 40), disability, mental and physical, sex, gender (including pregnancy, childbirth, breastfeeding or related medical conditions), sexual orientation, gender identity, gender expression, medical condition, genetic information, marital status, military and veteran status.

(Note: The Company complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act (ADAAA), and all applicable state and local fair employment practices laws and is committed to providing equal employment opportunities to qualified individuals with disabilities. Consistent with this commitment, the Company will provide reasonable accommodation to disabled applicants and employees if the reasonable accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship.)