



JOB TITLE: Front Desk Receptionist

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

PAY RATE: \$19.00/hr

JOB STATUS: Full-time/Part-time

POSITION SUMMARY: Our ideal Front Desk Receptionist is energetic, welcoming, insightful, and offers cannabis product knowledge. They will assist guests, clients, vendors, and management whenever possible. The reception team assists the management team with back of house activities and operations of the store, while abiding by company policies and procedures, as well as operational and compliance guidelines. Our front desk receptionists must possess the ability to listen well and communicate effectively with various audiences, as well as consistently develop their cannabis education and store product knowledge to better assist customers. They must prioritize the customer before additional job duties are performed. Information-based training will be given to all front desk team members in order to inform and educate customers effectively.

CUSTOMER SERVICE EXPECTATIONS:

- Greet every customer with a polite and welcoming attitude
- Provide superior customer service for vendors, patients/customers, and caregivers by upholding the standards set by the company
- Verify proper paperwork, documentation and ID for customers and patients in accordance with company and state compliance standards
- Inform all customers of the active promotions and daily deals during check-in and prior to entering the sales room
- Respond to all customer questions, concerns, or suggestions in an appropriate manner and reach out to management whenever necessary
- Maintain a compliant and clean workspace by ensuring side-work completion every shift
- Maintain up-to-date knowledge of all products in-store in order to communicate with customers and patients via phone call all within compliance measures
- Answer all incoming calls to the business with a professional and friendly attitude and redirecting calls to the proper party when necessary

OPERATIONAL DUTIES AND RESPONSIBILITIES:

- Understand the differences between and legal requirements for medical marijuana identifications card (MMIC) vs medical marijuana recommendation patients vs recreational customers
- Track all new customers by having them sign our Membership Agreement Form and properly adding them to the Treez customer database
- Check-in and verify customer information in our database while ensuring compliance with state and local government regulations
- Help manage online menu platforms and in-store promotional flyers as instructed by the Marketing Department
- Manage flow of traffic from the lobby/waiting room to the sales floor



- Promote a work environment that is positive, customer-service oriented, and compliant with established company policies and procedures
- Create and update bud pod displays and bin labels using computer software programs
- Understand that no vault access is allowed under any circumstances
- Responsible for supporting Assistant/Dispensary Manager, Key Holder, and General Manager
- Performs other functions as necessary or as assigned

MINIMUM REQUIREMENTS:

- Be at least 21 years of age
- Ability to pass a comprehensive background/Live Scan check if required by shop locality
- Must adhere to Employee Handbook policies and job description duties
- Must have previous retail experience; cannabis sales experience preferred
- 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

DESIRED SKILLS AND QUALIFICATIONS:

- Exceptional interpersonal and team building skills
- Exceptional member service mindset
- Energetic and highly determined
- Clear and 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.)