JOB TITLE: General Manager

DIRECT REPORT(S): Regional Manager

PAY RATE: Starting at $72,000 annually

JOB STATUS: Full-time

POSITION SUMMARY: The General Manager is the main supervisor of the dispensary retail location and has direct authority & supervision over all personnel who engage in the retail inventory management and sale of cannabis products. They are highly experienced with METRC, a strong interpersonal communicator, great at conflict resolution, and diligent with ensuring their store remains DCC and HR compliant. They keep track of their team's overall performance and work with their Regional Manager to achieve monthly sales goals. The General Manager understands and can perform every job in the retail space, including but not limited to Front Desk, Budtender, Keyholder, and Assistant Manager.

OPERATIONAL DUTIES AND RESPONSIBILITIES:

- Ensure full compliance with California cannabis laws and DCC regulations, including METRC entries, age verification, sales limits, and secure storage of cannabis products
- Directly supervises the activity within the dispensary and implements staff training and education.
- Trains, guides, and supports the management/leadership team members in the dispensary.
- Manages member specific logs as required (the receipt, storage and auditing of all inventory).
- Develops and maintains a product locator system and ensures the optimal utilization of storage spaces.
- Communicates with purchasing regarding ordering new inventory as necessary.
- Supervises AM/DMs and performs inventory control actions such as receiving, overnight counts, and quality/compliance inspections as well as resolves all inventory discrepancies.
- Maintains records required by law and ensures quality assurance plans, including but not limited to plans to detect, identify, and prevent dispensing errors related to product packaging and labeling.
- Oversees and documents all inventory movements to be recorded in the company's and state's track and trace system (METRC) to identify the proper location and quantity of product at all times.
- Oversees and performs reconciliation inventory counts based on company requirements.
- Manages and implements policies and procedures for the return of cannabis products from members, the storage and/or disposal of such products, and meeting reporting requirements for adverse events and product recall.
- Works with the Compliance Department to ensure the store is up to standards for compliance inspection walk-throughs.
- Responsible for the security and confidentiality of all patient information, as well as overall compliance with HIPAA regulations pertaining to customers and employees alike.
- Implement HR policies and programs in support of company initiatives and standards; follows all compliance efforts for the company to minimize risk and collaborates with HR when conducting investigations
- Forwards unemployment claims, EEOC, DOL, and/or employee related issues such as employee complaints, harassment allegations, and civic rights complaints to HR.

- Conduct performance reviews with employees and monitor employee productivity, attitudes, and performance results.
- Conduct exit interviews, analyze data, and make recommendations to the management team for corrective action and continuous improvement.
- Implement software systems in collaboration with IT partners
- Works with their Regional Manager to analyze hiring needs, post for jobs, and conduct interviews.
- Works with HR to ensure all new hires are properly vetted in compliance with local regulations and onboarded into the company's HRIS system.
- Manages Leave of Absence administration practices in collaboration with HR.
- Maintains a clean and safe facility conducive to enhancing employee productivity.
- Remain updated with company-wide communications and implement procedural changes as directed.
- Ensure employee safety, wellness, and health and welfare at all times.

NECESSARY ABILITIES:

- 3+ years of experience managing a retail operation, cannabis industry experience strongly preferred.
- Demonstrate management and leadership skills in a high growth environment.
- Excellent and effective consulting, conflict management, interpersonal communication, and negotiation skills.
- Solid business acumen, management reporting, and problem-solving skills.
- Exceptional leadership skills, including: listening,training, and coaching.
- Strong project management and time management skills.
- Excellent written, verbal and non-verbal communication skills.
- Ability to develop strong relationships and experience working with senior level executives.
- Ability to prepare written reports, correspondence, and presentations to senior management as required.
- Ability to build and maintain positive and healthy relationships with subordinates, vendors, and upper management in order to gain support and achieve results both internally and externally.
- Ability to practice discernment, exercise sound judgment and make decisions in a manner consistent with confident and functional leadership.
- Complies with all aspects of the company's Employee Handbook

MINIMUM REQUIREMENTS:

- Be at least 21 years of age
- A professional, well-groomed appearance and demeanor
- Ability to pass a comprehensive background check/LiveScan
- Must have a bachelor's degree
- Proficiency in point-of-sale cashier systems with the 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
- 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.)