



JOB TITLE: Assistant Manager

DIRECT REPORT(S): General Manager

PAY RATE: Starting at \$70,304/year

JOB STATUS: Full-time

POSITION SUMMARY:

The Assistant Manager plays a key role in the daily operations of our licensed cannabis retail stores. Assistant Managers oversee inventory, supervise the retail team, and support the General Manager in their day-to-day tasks. They are experienced in METRC, strong interpersonal communicators, great at conflict resolution, and diligent with ensuring the store's operations remain compliant with state cannabis regulations and labor law. The Assistant Manager must be capable of demonstrating effective staff supervision, professionalism, leadership, customer experience, and METRC/inventory control skills in an environment that handles regulated products and serves customers from all walks of life. This role is crucial in maintaining a culture of accountability, service, compliance, and collaboration in the workplace.

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
- Ensure staff schedules and breaks comply with California labor laws and contractual obligations (e.g., meal/rest periods, overtime)
- Train, guide, and provide support to the staff on operational procedures, new products and promotions while ensuring adherence to California's advertising restrictions
- Provide honest and consistent feedback to the team by highlighting positive work performance as well as ensuring accountability via coaching and documentation (write-ups)
- Collaborate with GM on employee relations matters, escalating to HR when needed
- Foster a respectful, inclusive work environment that aligns with both company values and union expectations
- Oversee daily store operations, including cash handling, employee breaks, opening/closing procedures, and METRC compliance
- Support accurate receiving, inventory reconciliation, and cycle counts
- Monitor product movement, shrink trends, and compliance with packaging and labeling laws
- Ensure staff provides consistent, knowledgeable, and compliant service to customers
- Resolve customer issues or policy concerns in a professional and timely manner
- Enforce all DCC and CAL/OSHA safety and security protocols, including proper use of surveillance, ID checks, and access controls
- Monitor employee and customer conduct to ensure a safe and secure work environment
- Report and document incidents per company policy and DCC requirements
- Maintain 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:

- 2+ years of leadership experience, cannabis industry experience strongly preferred
- Must be proficient in using METRC and POS system for inventory



- Demonstrate management and leadership skills in a high growth environment
- Skilled in conflict management/deescalation and interpersonal communication
- 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 achieve company goals
- 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.)