

## **Dispensary Manager:**

Who we are:

DreamWorx Botanicals is a vertically integrated medical cannabis company covering all aspects of cultivation, manufacturing, and distribution located in Poteau, Oklahoma.

With our growing team and business, we're currently looking to hire a Dispensary Manager. We are paying competitive rates and a bonus after 6 months of employment. If you are relocating, DreamWorx will pay for your lodging, electric, cable, water and internet.

If you're looking for an opportunity to grow within the ever-evolving Cannabis industry, apply here

Job Description:

The Dispensary Manager ("DM") is responsible for ensuring the smooth operation of the dispensary by overseeing and directing all day-to-day operations, including overseeing all Patient Care Specialist. The successful candidate will possess outstanding customer service skills, a problem solving attitude, attention to detail, strong interpersonal and management abilities, and solid administrative/clerical and time management skills. The Dispensary Manager is also responsible for upholding the mission and values of the company and ensuring that his/her team delivers Member Service Excellence at all times.

### **Duties and Responsibilities**

The main responsibilities of the Dispensary Manager include interacting with, educating, and advising members face-to-face and by phone; record-keeping; monitoring inventory and cash management; interacting with local service providers; and helping to maintain a clean, safe, and welcoming facility inside and out. The DM is also responsible for scheduling and overseeing the day-to-day duties of the Patient Care Specialist.

- Delivers a superior level of customer service, both in person and on the phone; coaches Patient Care Specialists on the commitment to Member Service Excellence
- Consistently models professionalism; serves as a role model to dispensary staff during periods of high stress and ambiguity
- Maintains highest level of compliance at all times and ensures all proper legal and Company policies and procedures are strictly followed
- Evaluates dispensary processes to ensure maximum efficiency
- Becomes a subject matter expert; assists members and coaches Patient Care Specialist to both advise and educate members on the safe dosage and other aspects of the medicine
- Diffuses difficult situations and ensures issues are resolved to the Patient's satisfaction while upholding company standards
- Approaches difficult conversations with employees and uses diplomacy in human resources issues; requests guidance from senior management when handling delicate employee relations situations

- Oversees inventory and cash management, daily and weekly, including regular bank deposits; responsible for training Patient Care Specialist on proper cash handling and inventory management
- Maintains a clean, safe, and welcoming environment inside and outside the facility; has a high attention to detail and regularly reviews facility needs and communicates them to the appropriate parties
- Attends at least one community outreach event per quarter; is a brand ambassador, both during and outside of regularly scheduled work hours.

Qualifications:

High School diploma or equivalent

- 2 years post-secondary education in a related field preferred
- 4+ years experience in a fast-paced client-service intensive industry – hospitality and retail background preferred
- 2+ years experience in a management role (building and leading a team to success; lead by example)
- Work history showing progressive responsibility, willingness to accept additional projects or challenges
- Computer & equipment operations necessary for running an office/retail center (POS systems; Word; Excel; office equipment such as copiers/telephone systems)
- Familiarity with history and varieties of medical cannabis preferred but not required
- Outstanding phone, email, and in-person customer service skills/etiquette
- Ability to communicate clearly and calmly in a positive and educational manner
- Skilled in performing job duties in a fast-paced environment with the ability to stay even keeled in periods of stress
- Demonstrated proactivity, flexibility, adaptability, and multi-tasking
- Ability to maintain confidentiality and a high level of ethical conduct; absolute reliability and integrity
- Skilled in accurate cash management and inventory control
- Ability to effectively plan and prioritize with focus and attention to detail
- Ability to work effectively in both leading and being part of a team
- Sensitivity to the fact that cannabis is a regulated industry
- Physical Requirements
- Extended time standing, walking, bending, and reaching
- Oklahoma state resident
- Must pass a background check

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