

## JOB DESCRIPTION

POSITION	Budtender
LOCATION	1840 Stewart Ave.
REPORTS TO	Acting Store Manager/Supervisor
WAGE RATE	\$18.00 per hour

### JOB SUMMARY:

Coast Salish Canna is an Indigenous owned and operated business located on unceded Snuneymuxw Territory. We are committed to providing high-quality cannabis products and exceptional customer service to our clientele. We prioritize creating a welcoming and informative environment where customers can confidently explore our diverse selection of cannabis products. Reporting to the Coast Salish Canna acting Manager and taking direction from the Supervisor, the Budtender's mission is to serve, educate and guide our customers throughout their cannabis journey.

### JOB RESPONSIBILITIES:

As the Budtender, you will be responsible for the following duties:

- Ensuring quality assurance and excellent customer service.
- Experience with tracking inventory, stocking or retail sales is an asset.
- Adhere to Provincial and Municipal policy and regulations for retail Cannabis stores.
- Follow all current operational rules, regulations, safety protocols, policies, and procedures.
- Educate customers about responsible cannabis use, including dosage, effects, and potential risks.
- Operate cash registers for receiving cash, electronic payments, including processing refunds.
- Ensure the satisfaction of all customers in the retail experience, focusing on efficiency and teamwork.
- Maintain in-depth knowledge of all strains and products in-store inventory as well as industry-wide product knowledge and continuously expand product knowledge through training sessions, research, and industry updates.
- Maintain a clean, organized, and visually appealing store environment.
- Resolve customer complaints and concerns promptly and professionally, striving to achieve customer satisfaction.
- Opening/ Closing store duties.
- Other duties as assigned

## **JOB REQUIREMENTS**

### **Qualifications:**

- Valid Selling it Right Certificate, financial assistance can will be available for otherwise qualified candidates.
- Criminal record check required.
- Minimum 19+ years of age.
- Flexible schedule and ability to work on holidays and/or weekends.
- Passion for cannabis and a desire to learn and educate others about its benefits.

### **Experience:**

- 2 years (preferred) Customer Service role, preferably in the cannabis industry
- Comfortable working with POS systems for inventory tracking and sales reporting

### **Knowledge, Skills & Abilities**

- Strong organization skills and attention to detail.
- Provides excellent customer service and positively engages with all customers.
- Ability to work well in high volume, high level of care, retail environment.
- Ability to work as a member of a team.
- Ensure compliance in all transactions.
- Comply with government standards for inventory excellence and service requirements.