

Job Title:

Team Lead Sales

Job Overview:

Team Leads are responsible for ensuring each patient has an outstanding experience during his/her visit to Organic Remedies. Team Leads are in a supervisory role charged with ensuring Receptionists and Patient Care Consultants are completing all assigned tasks in a timely manner. By providing a superior level of service, Team Leads set the example and ensure patients are greeted with a smile and provided an exceptional level of service. Team Leads must be empathetic and understanding of patient's condition. In addition, Team Leads will answer phones, utilize multiple software platforms to collect patient data, receive orders and process sales.

Reports To:

The Team Lead reports to two management level positions including Dispensary Manager and Pharmacist. Depending on the scheduled shift one or more management level staff will be available to offer advice and answer questions. Performance reviews will be written and administered by the Dispensary Manager in collaboration with Pharmacist.

Essential Responsibilities and Duties:

- Provide patients with an outstanding experience during their visit
- Provide direction and coaching to Receptionists and Patient Care Consultants to ensure an outstanding patient experience for all patients
- Provide training for all Patient Care Consultants
- Act as the employee communication lead for their location and other locations as needed
- Develop and communicate best practices related to improving current procedures and service
- Coordinate with Dispensary Manager and Pharmacist when needed for service or process improvements
- Address and deliver verbal coaching for inappropriate / incorrect employee behavior or lack of procedures being followed.
- Partner with Dispensary Manager/ Pharmacist to address inappropriate/ incorrect employee behavior if verbal coaching fails to correct situation
- Answer phones and provide basic information to patients
- Assist patients in choosing products from the menu based on medical needs and personal preferences
- Ensure compliance with all product restrictions based on patient certification
- Retrieve requested products from vault and enter into MJ Freeway seed to sale tracking system
- Accept payment for products from patients and complete sale in MJ Freeway seed to sale tracking system.
- Label all products with MJ Freeway generated product labels
- Print out receipt for purchase and give to patient along with patient safety insert
- Assist with basic cleaning and housekeeping responsibilities
- Assist with receipt of inventory orders from grower processors
- Assist with end of day inventory counts and reconciliation
- Responsible for end of day cash balancing and financial reporting

- Follow all Pennsylvania Department of Health Medical Marijuana regulations
- Other duties / responsibilities as assigned by management

Qualifications:

Qualification Requirements:

- To perform this job successfully, the employee must be able to perform each essential responsibility and duty satisfactorily.
- Minimum age of 18 years old
- Ability to pass a drug test
- Ability to pass a state and federal criminal background check

Education/ Experience:

- High school diploma or general education degree (GED), plus one-year experience in retail or healthcare or hospitality/ service industry.

Language Skills:

- Ability to read and interpret documents such as standard operating procedures, employee handbook and other company documents.
- Ability to read, write and speak English fluently
- Ability to alphabetize documents

Math Skills:

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instruction furnished in written, oral or diagram form.

Other Skills, Abilities and/or Training:

- Committed to providing customer service that makes both internal and external customers feel welcome, important and appreciated
- Ability to preserve confidentiality of information
- Ability and willingness to move with purpose and a strong sense of urgency
- Ability to work weekends on a regular basis
- Ability to work extended days on an occasional basis
- Ability to work day or evening hours
- Accuracy and attention to detail
- Ability to organize and prioritize a variety of tasks/ projects
- Familiarity with industry/ technical terms and processes
- Ability to work within strict time frames and resolute deadlines
- Proficiency with the Microsoft Office Suite

Physical Demands:

- The physical demands described below are representative of those that must be met to successfully perform the essential responsibilities and duties of this job.
- Regularly required to do the following activities
 - o Stand dynamically for long periods without a break
 - o Perform continuous operation of a personal computer for four hours or longer
 - o Use hands to finger, handle, and/or feel; the ability to type, pick, pinch with fingers, seize, hold, grasp or turn with hands and perceive attributes of objects and materials such as size, shape, temperature, or texture, by touching with fingertips
 - o Maintain balance while walking, standing or crouching
 - o Twist upper torso
 - o Reach up and out with hands and arms
 - o Lift up to ten to twenty pounds and carry a distance of one hundred feet