



Job Title:	Customer Advocacy Team Leader	Job Category:	Team Leader
Department/Group:	Customer Advocacy	Job Code/ Req#:	TL-02
Location:	Cape Ann Cannabis 300 Newburyport Turnpike Rowley, MA 01969	Travel Required:	No
Level/Salary Range:	Introductory \$18.00 - \$20.00 hour + benefits	Position Type:	Full-time or Part-time
HR Contact:	Jamie Green Klopotoski	Date Posted:	February 24, 2020
Will Train Applicant(s):	Yes	Posting Expires:	When Filled
External Posting URL:	www.capeannbotanicals.com/careers		

TO APPLY, SEND COVER LETTER AND RESUME:

EMAIL:

HR@capeanncannabis.com
Subject Line: Job Opportunity

MAIL OR DROP OFF:

Cape Ann Botanicals Attn: HR 8 Central St Ipswich, MA 01938	Cape Ann Botanicals Attn: HR 49 Pleasant St Newburyport, MA 01950
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Job Description

SUMMARY

This non-exempt position is responsible for leading and supervising a group of team members in performing a variety of operational tasks involving customer advocacy and customer service. We value high-end customer service at Cape Ann Cannabis. In addition to leadership experience, the qualities and skills we are looking for in the right candidate to join our Customer Advocacy Department include: active listening, conflict resolution, attentiveness, patience, friendliness, empathy, quick thinking, tenacity, fast learning, ability to read physical and emotional cues, and the ability to retain knowledge of our products and services and be able to communicate that knowledge effectively to customers. This individual will report to the Assistant Managers and the Management Team, and will assume secondary oversight of production related tasks in the Customer Advocacy Department to ensure the safe and compliant operation of the facility. This individual must be able to perform and to lead others in the performance of production related tasks including client consultation, product recommendations, and commerce transactions. This individual will also be trained in the operations of the Security Department and the Inventory/Order Fulfillment Department, and will assume necessary tasks in those departments as required. This individual must follow all Cape Ann Cannabis policies and procedures and comply with all state industry standards set forth by the *MA STATE LAW: 935 CMR 500*.

ROLE AND RESPONSIBILITIES

- Work with Management, Team Leaders, Team Members, and others in the successful execution of all dispensary operations and tasks.
- Supervise Customer Advocacy Department Team Members in the performance of all Customer Advocacy Department tasks, including but not limited to:

- *Customer Service*- Provide guidance and information regarding cannabis strains, dosing, usage methods, and safe consumption. Handle difficult situations with patience and professionalism. Follow the Platinum Rule: Treat customers the way they would like to be treated. Be able to answer questions or know where to find the answers.
- *Confidentiality*- Maintain HIPAA standards regarding customer privacy and confidentiality.
- *Product Recommendation*- Stay up to date on all new product specs and be able to comfortably and knowledgeably explain products to customers.
- *Order Fulfillment*- Work with Inventory/Order Fulfillment Department to fill customer orders accurately and in a timely fashion. Confirm all products are packaged and labeled appropriately. Follow proper procedures for exit packaging.
- *Identification Verification*- Check IDs of all guests to ensure valid identification of age 21+. Work with management to report any fraudulent activity regarding IDs. Ensure that no one under the age 21 (or without a valid ID) completes a sale transaction.
- *Register Transactions*- Accurately record customer transactions using POS and METRC systems. Manage returns and exchanges of damaged/defected items and adhere to industry standards for waste disposal procedures set forth by regulatory agencies.
- *Cash Handling*- Count and reconcile cash drawers at the beginning and end of every shift. Report discrepancies to manager immediately.
- *Safety and Compliance*- Ensure customers purchase no more than 1oz of cannabis (or equivalent concentrate/edibles) in any given operational day. Prevent intoxicated guests from completing sales transactions. Prevent consumption of cannabis in the facility. Work with management to report any fraudulent activity. Remain knowledgeable of current rules, regulations, and recommendations set forth by Cape Ann Cannabis and the State of Massachusetts.
- *Cleaning*- Assure cleanliness and organization of all equipment, tools, and inventory.
- *Record-Keeping*- Maintain accurate daily activity records and operational logs as directed by management using designated software.
- Aid in oversight of the completion of operations in a timely and efficient manner.
- Qualify team member data and performance regularly, ensuring compliance with SOPs, company policies and procedures, and state laws and guidelines.
- Assist in training Customer Advocacy Team Members and ensure that all actions performed in the department are compatible with highly developed systems.
- Contribute and improve upon already-existing operations and processes to increase workflow and efficiency.
- Collaborate and communicate effectively with Management, Team Leaders, and Team Members in all departments to ensure dispensary needs are always met.
- Contribute to a fun, team-oriented, and challenging work environment in the innovative and pioneering industry of adult-use cannabis.
- Provide and be open to receiving constructive feedback and recommendations.
- Participate in regular evaluations of self and team members based on clearly communicated standards and expectations.
- Comply with all company policies and procedures, including confidentiality and non-disclosure agreements.
- Successfully complete all mandated training set forth by Cape Ann Cannabis and the State of Massachusetts, including annual completion of Responsible Vendor Training.
- Wear State-Issued Agent Badge at all times while at the dispensary.
- Assist with facility maintenance, trouble-shooting, and production related tasks in other departments, as necessary.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School Diploma (or equivalent) required. Associate’s Degree or Bachelor’s Degree preferred in criminal justice, healthcare, hospitality, business management, humanities, or related field.
- 3+ years of experience is preferred in one or more related fields: hospitality, customer service, concierge service, retail, healthcare, pharmacology, alternative wellness, food/beverage, farming, or security.
- Must have demonstrated leadership, supervisory, or managerial qualities.
- Must successfully pass an extensive background check.
- Must be 21 years of age or older.
- Must be and remain compliant with any and all legal or company regulations for working in the cannabis industry.

PREFERRED KNOWLEDGE, SKILLS, AND COMPETENCIES

Knowledge

- *Safe work practices:* Knowledge regarding proper personal hygiene and safety using equipment and tools; job sequencing (e.g. efficiency in operations); routine maintenance procedures (e.g., cleaning, organizing).
- *Scientific knowledge:* Plant based medicines, endocannabinoid system, terpenes.
- *Regulatory compliance:* Previous knowledge and experience regarding regulations with cannabis or related industries such as alcohol/tobacco, pharmaceutical and/or medicine.

Skills

- *Work Ethic:* Desire and determination to work smarter not harder.
- *Standards:* Willing to maintain industry standards and company cultural practices conducive to produce success in all phases of dispensary operations.
- *Equipment:* Safe use and maintenance of tools and department related equipment.
- *Computer Literacy:* Familiarity with Microsoft Office, POS systems, ERP logistics software.
- *Scientific:* Basic mathematics, data collection, and statistics.
- *Interpersonal:* Respectful, collaborative, approachable, and supportive of others in such a way that work relationships are improved and morale is increased.

Competencies

- *Customer Service:* Active listening, conflict resolution, attentiveness, patience, friendliness, empathy, quick thinking, tenacity, fast learning, ability to read physical and emotional cues, and the ability to retain knowledge of our products and services and be able to communicate that knowledge effectively to customers.
- *Communication:* Communicate effectively in English (both verbal and written); encourage, reason and negotiate with others; build and maintain effective relationships with company staff, vendors and partners.
- *Results Oriented:* Proactive and goal oriented; maintain focus on outcomes yet hold performance as important as process; meet objectives at the required time and quality standards; set specific, measurable and company-relevant goals and take efficient action to accomplish goals.
- *Leadership:* Confident in leading, coaching, guiding, training, and supervising others.
- *Detail-Oriented:* Meticulous, organized, attentive, focused, patient, and determined when it comes to facts, figures, analysis, data, and details.

ESSENTIAL PHYSICAL CHARACTERISTICS

THE PHYSICAL CHARACTERISTICS DESCRIBED HERE ARE REPRESENTATIVE OF THOSE THAT MUST BE MET BY AN EMPLOYEE TO SUCCESSFULLY PERFORM THE FUNCTIONS REQUIRED BY THIS JOB CLASSIFICATION. REASONABLE ACCOMMODATION MAY BE MADE TO ENABLE AN INDIVIDUAL WITH QUALIFIED DISABILITIES TO PERFORM THE FUNCTIONS OF THIS JOB CLASSIFICATION, ON A CASE-BY-CASE BASIS.

Work entails frequent: talking, hearing, sitting, walking, standing, bending, stooping, twisting of waist side-to-side, turning and flexion of the neck, lifting and carrying objects weighing up to 50 pounds, repetitive use of hands and fingers to handle or to feel, reaching with hands and arms, manual dexterity, and hand-eye coordination.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus and vision to normal range.

SPECIAL NOTES, LICENSES AND CERTIFICATIONS

Pre-employment: Incumbents must sign the Confidentiality, Non-Disclosure, Non-Solicitation, and Non-Competition Agreement prior to their first day on the job.

License: A valid class D driver's license, which must be maintained throughout employment in this job classification, is required at the time of appointment.

Certifications: Professional certifications are desired in this job classification but are not required.

Language: While not required, basic bilingual English and Spanish skills are preferred for this classification.

Working Conditions: Work is predominately in a retail dispensary environment with associated noise, space, and computer screen exposure. Field work involving exposure to varying temperatures, weather conditions, and noise levels; exposure to dust and electrical currents.

Background Investigation: Incumbents must have a reputation for honesty and trustworthiness. Recent misdemeanor and/or felony convictions may be disqualifying depending on type, number, and severity. Prior to appointment, candidates will be subject to a background investigation (CORI).

Introductory Period: Incumbents appointed to this job classification serve an introductory period of three months.

Diversity Statement: Cape Ann Cannabis values a diverse workplace and strongly encourages women, people of color, veterans, people with disabilities, members of ethnic minorities, people of all gender identities and sexual orientations, and members of communities that have been disproportionately affected by cannabis prohibition to apply. Cape Ann Cannabis is an equal opportunity employer. We are committed to creating an inclusive and equitable environment for all employees.