JOB DESCRIPTION

Posted: 09/01/16
Position: Dispensary Manager (Full time)
Status: Exempt
Department: Community Relations & Patient Affairs (CR)
Location: Kahului
Reports to: Director of Community Relations & Patient Affairs
Travel required (% of time): 20%

Overview of Position

Maui Wellness Group, LLC (“Company”) is a regulated enterprise supervised by the Hawai‘i Department of Health (“HDOH”) and Department of Public Safety Narcotics Enforcement Division (“NED”). The Dispensary Manager ensures that all dispensary operations are in full compliance with the rules and regulations governing the Hawai‘i Department of Health’s Medical Marijuana Dispensary Program and with company Standard Operating Procedures (SOPs). The Dispensary Manager oversees day-to-day operations including, but not limited to: regulatory compliance, patient relations, security, inventory management, retail sales, cash processes, sales reports, patient education and patient information management. Maui Grown Therapies operates under the highest standards of professionalism and patient confidentiality. The successful candidate will be a lifelong learner with a desire to become a subject matter expert. Must have outstanding customer service skills, strong interpersonal management abilities, excellent communication skills, and demonstrated excellence in budget and personnel management.
**Duties and Responsibilities**

The primary responsibilities of the Dispensary Manager include oversight of all current and future retail operations for Maui Grown Therapies.

The Dispensary Manager:

- Ensures a first rate patient experience in all aspects of every dispensary visit.
- Provides leadership to ensure that retail operations are managed in a manner that supports the organization’s mission and brand attributes.
- Responsible for all retail operations including inventory management, merchandising, displays, patient experience, facility cleanliness inside and outside, and optimal staffing levels.
- Executes and enforces compliance with all Hawai’i DOH rules and regulations governing the medical marijuana dispensary program and internal policies and procedures.
- Ensures dispensing procedures including verification of patient eligibility and purchase amounts are accurately entered into the state database as required.
- Is responsible for patient admissions, patient consultation, product dispensing, inventory management and controls, cash management and financial accounting for daily operations.
- Responsible for vigilant adherence to the highest standards of patient confidentiality, including record keeping, report submissions, and interactions with regulatory and law enforcement personnel.
- Has responsibility for all dispensary personnel including hiring, scheduling, training, coaching, setting performance metrics and incentives, discipline, and performance evaluation. Maintains high staff morale as measured by low turnover.
- Consistently delivers a superior level of customer service, both in person and on the phone; coaches staff on the commitment to exemplary customer service
- Models professionalism and serves as a role model to dispensary staff during periods of stress and/or ambiguity.
- Diffuses difficult situations with diplomacy and ensure issues are resolved to customer’s satisfaction while upholding company standards.
- Charged with in-store marketing and promotions in coordination with the Director of Community Relations & Patient Affairs.
- Responsible for overseeing and ensuring cash management procedures are being followed including transacting, opening, closing, depositing, reporting, maintaining and reconciling cash with Biotrack THC and company SOPs.
- Oversees instore maintenance and management of approved vendors for repairs and service of HVAC, plumbing, technology and works closely with
Safety, Security and Logistics Manager on immediate repairs to security infrastructure.

- Proactively and regularly communicates with other managers in all departments to ensure safe, optimal dispensary operations and experience for patients and staff.
- Participates in at least one community engagement event each quarter and works as brand ambassador during and outside of work hours.
- This position may also perform other duties related to the successful operation of the Company as determined by the Director of Community Relations & Patient Affairs.

Qualifications

Education
Bachelor Degree in related field

Work Experience Required
- Minimum five years’ management experience in a fast-paced retail or hospitality environment
- Experience in inventory management and reconciliation
- Human Resources management experience to include hiring, training, records management, performance reviews, payroll processing and more
- Work history that demonstrates stability, progressive responsibility and willingness to accept new duties

Required Knowledge
- Exceptional team-building, communication and people skills
- Proficiency in computer usage including all MS Office applications, email, scheduling software, online conferencing and more
- Ability to read, analyze, and interpret financial reports relating to dispensary performance metrics
- Strong problem-solving skills including anticipatory thinking and the ability to work well under pressure while maintaining a calm composure
- Demonstrated ability to work comfortably and effectively within a diverse, multicultural, multigenerational environment

Skills and Abilities
- Highest level of integrity and strong work ethic
- Excellent time-management skills; ability to effectively plan and prioritize
• Demonstrated proactivity flexibility, adaptability and ability to multi-task.
• Ability to write reports, business correspondences and procedures
• Ability to work independently or as a team member
• Ability to communicate clearly and calmly
• Ability to maintain confidentiality and absolute reliability and honesty

Physical Requirements
• Extended time sitting, walking, bending, and reaching
• Ability to lift and carry up to 50 pounds for a distance of 100 feet
• State of Hawaiʻi resident with a valid Hawaiʻi State Driver’s License
• Must pass a pre-employment drug test and state-mandated background check
• Must have reliable transportation
• Due to state regulations, must be at least 21 years of age
• Overtime work may be required to accommodate patient service demand and company deadlines
• Must be dependable and adhere to all attendance/punctuality policies
Acknowledgement

NOTE: The above statements are intended to describe the general nature of work performed by this position. These statements are not to be construed as an exhaustive list of all responsibilities, tasks and skills required of an employee in this position. MWG reserves the right to require that other tasks be performed when warranted (for example, by emergencies, changes in personnel or workload, corporate reorganization, or technical development). MWG also reserves the right to revise this job description.

My signature below acknowledges that I have read this job description and I am able to perform the essential functions and responsibilities of the position.

_______________________________
Signature of Applicant

This job description is not intended to be and should not be construed as an inclusive list of all the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, Maui Wellness Group dba Maui Grown Therapies reserves the right to modify, add or remove duties and assign other duties as necessary.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed here) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

_______________________________
Employee’s Signature

_______________________________
Manager’s Signature

_______________________________
Date

_______________________________
Date