

<b>Title:</b> Budtender
<b>Division:</b> Retail
<b>Reports To:</b> GM, AGM, Shift Leads

### **Budtender Job Description**

**Overview:** The role of the budtender is to provide the customer with an exceptional and educational experience in line with LOVA culture and customer service expectations. The budtender is to educate the consumer on consumption methods, purchase limits, general regulations, and product information. The budtender is also expected to perform to individual and company-wide sales goals as set forth by management.

Essential Duties and Responsibilities include but are not limited to:

#### **Product Knowledge**

- Understands and is able to explain all cannabis product categories and consumption methods
- Understands and is able to explain dosing instructions and safe consumption per product
- Understands and is able to explain infusion, extraction, and other methods regarding the production of products

#### **Customer Service / Salesmanship / Compliance**

- Completes state certified compliance course (SellSmart) upon hire
- Completes sales in compliance with state and local regulation
- Accurately weighs and dispenses product
- Provides exceptional customer service in line with LOVA mission and expectations
- Provides product knowledge including general information, how product is to be consumed, dosing instructions, and onset information
- Provides regulatory education including but not limited to; purchase limits, legal consumption spaces, properly transporting cannabis, and proper cannabis storage
- Meets individual and team sales goals as established by management
- Meets individual and team ATV goals

#### **Cash Handling**

- Practices safe cash handling in accordance with company policy (See Cash Handling SOP)
- Performs daily deposits and drawer counts
- Completes daily drawer closing and opening duties (See Drawer Open/Close SOP)
- Maintains an accurate cash count at all times and reports cash overage/shortage to management immediately

#### **Attitude / Conduct / Communication**

- Responds to all company communications and inquiries in a timely manner
- Responsible for monitoring Slack messages and responding appropriately
- Practices utmost professionalism at all times with customers and coworkers

- Practices a positive attitude at all times
- Ensures conduct is in line with LOVA mission and culture at all times

**Inventory and Other General Duties**

- Ensures POS stations are stocked with appropriate supplies and packaging
- Stocks sales floor with inventory as needed
- Completes Open/Close checklists daily (See Open/Close Checklist SOP)
- Alerts management to low stock or out of stocks
- Maintains cleanliness and organization of sales floor
- Assists with daily cleaning duties
- Complies with company policy as described in Employee Handbook
- Other duties as assigned

Salary: \$15.00 - \$17.25 per

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