

Shift Lead Job Description

Summary: The purpose of the Shift Lead role is to provide support to the management team and to provide guidance, coaching, and sales support to general staff. The Shift Lead is expected to provide individual training and guidance to sales staff and to help develop, train, and teach new hires in line with LOVA expectations and objectives. The SL also helps implement store promotions, new processes/procedures, and overall act as a liaison between the budtending staff and management.

Cannabis/Product/Compliance Knowledge

- Maintains in depth cannabis knowledge in terms of types of cannabis, general strain knowledge, consumption methods, general terpene knowledge, infusion methods, and general effects.
- Maintains in depth product knowledge in terms of types of products, new and emerging products and potential products for us to carry.
- Maintains expert cannabis compliance knowledge and has a firm grasp on retail compliance and how they apply to day to day operations and tasks such as packaging, labeling product for sale, product display, acceptable ID types, MED expectations, etc.
- Assists management with overseeing daily compliance and reports compliance issues to General Manager as they occur.
- Informs and educates staff on all of the above and acts as intermediary between budtenders and management for questions and inquiries.
- Stays up to date on all MED bulletins and compliance/regulatory changes

General and Staff

- Performs Open/Close duties as outlined in SOPs and in accordance with company policy and expectations
- Completes daily deposits and Metric uploads as required
- Is held accountable for any issues during shift leads
- Handles incoming deliveries and inputs new inventory/orders into POS
- Works with Management team to train new hires in line with LOVA training program and company expectations
- Assists Management with coaching budtending staff on selling techniques, upselling methods, and customer service expectations, and develops individual skills
- Works with the Management team to enforce accountability and resolve employee issues as they occur
- Assists with company communications to staff
- Works with Lead Budtender to communicate new products via Slack and in person
- Reports any infractions or employee issues immediately to Management and is fair and equal to all employees

Customer Service and Budtending

- Performs budtending responsibilities as required

- Provides exceptional, professional customer service in accordance with company culture and company expectations and holds budtending staff to same standard.
- Understands and is able to train on product purchase limits, and product equivalencies, and ensures that staff is always up to date on these topics
- Hands customer and employee conflicts professionally and constructively

Sales Floor and Inventory

- Assists with flower inventory upkeep and maintains store expectation for product on the shelves
- Oversees all jars have been shook/filled on during and at end of shift
- Puts new batches of flower out as required
- Maintains inventory of what is in the safe and what tiers each strain are sold on
- Enforces exceptional cleanliness and organization of sales floor and displays at all times
- Stocks and organizes inventory as required
- Assists with barcoding and organizing incoming orders
- Understands and is able to teach the flower barcode/batch system and ensures that jars are filled accurately
- Understands and enforces first in first out stocking, general product layout and organization expectations at all times
- Organizes and maintains backstock inventory at all times
- Alerts General Manager to low stock situations
- Ensures stations are prepared for following shifts and that budtenders have completed all opening/closing/shift duties
- Is held accountable for any floor issues while leading shifts
- Assists with store cleaning duties and other duties as needed and assigned

Attitude and Conduct

- Conducts him/herself with the utmost professionalism at all times and enforces the same amongst the staff
- Maintains a positive, constructive attitude and positive, encouraging work environment in line with LOVA company culture
- Maintains an Open Door policy with employees and is fair in the treatment
- Enforces company policies and rules at all times in a constructive manner
- Communicates with ownership, leadership, and coworkers efficiently and constructively at all times
- Monitors and response to company email and Slack messages in a timely manner

Pioneer Interests is an equal opportunity employer. We are committed to cultivating an environment where people of all backgrounds and identities are included and feel valued for the work they produce and the perspectives they bring.

Job Type: Full-time

Salary: \$17.50 - \$19.50 per hour

Benefits:

- Dental insurance
- Health insurance
- Vision insurance

Shift:

- 8 hour shift
- Day shift
- Night shift

Weekly day range:

- Monday to Friday
- Weekend availability

Ability to commute/relocate:

- Carbondale, IL 62901: Reliably commute or planning to relocate before starting work (Required)

License/Certification:

- Driver's License (Preferred)
- MED BADGE (Required)