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## Job Description

We are seeking hip and talented individuals with exceptional customer service skills delivered in a professional demeanor. Experience in the cannabis industry preferred, or as an alternative, a strong background in hospitality, retail operations, and/or management. Please note, candidates must have weekend availability for consideration.

***\*\*Oklahoma Medical Marijuana patients, or the ability and willingness to obtain an Oklahoma Medical Marijuana Patient Card, is highly desired / preferred.\*\****

At ThePeak, our patients are our top priority. As a Budtender at The Peak, you are the first and last experience our patients will have, and we expect exceptional customer service in every patient interaction.

Budtenders at The Peak are responsible for assessing the needs of our patients and for educating/ guiding them in selecting the appropriate cannabis products to meet their needs. Budtenders embody the “patients first” approach The Peak is known for, while ensuring high levels of patient satisfaction through excellent service.

A successful Budtender will be able to elevate company standards, achieve sales goals, provide excellent product suggestions and guidance, and exceed our patient's expectations. Our Budtenders are expected to inspire patient confidence in ThePeak, and create long-term loyalty to our brand.

Budtender Responsibilities and Duties include, but are not limited to:

- Maintains strict inventory controls to ensure full, comprehensive regulatory compliance across all dispensary operations
- Ensure POS stations are ready to go at store opening
- Maintain fully stocked and clean POS stations at all times
- Assist with running side work, stocking, and cleaning during any and all downtime
- Ensure opening and closing checklists are completed in a timely manner
- Coordinate and participate in periodic staff meetings
- Maintain proper cash handling procedures at all times
- Ensure all patients are greeted as they arrive, and wished farewell at their departure
- Ensure all patients receive excellent customer service at all times, in every interaction
- Inform management and supervisors of any low-stock product or other inventory issues
- Have a comprehensive knowledgeable of all products, of the cannabis industry as a whole, and of any relevant cannabis-related subject matter
- Be knowledgeable of all specials or promotions, including in-store weekly/daily deals
- Participate in staff events, outings, and promotional events
- Be active on company social media (sharing, liking, and posting all content shared on The Peak's social media accounts)
- Read industry publications to keep up-to-date on current / future trends in the industry
- Ensure each patient receives your full attention during the entire interaction
- Keep all personal items off the sales floor at all times
- Ensure you are early or on-time for all shifts and any mandatory events or meetings
- Ensure your uniform is clean and that you are prepared for your every scheduled shift
- Perform other duties or projects, as assigned by managers or supervisors

Job Types: Full-time, Part-time