



New Castle County:
37 Germay Drive
Wilmington, DE 19804
302 543-2100

Sussex County:
12000 Old Vine Blvd., Unit 102
Lewes, DE 19958
302 281-4888

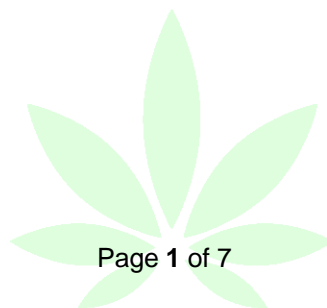
First State Compassion Job Description Dispensary Associate Dispensary

STATUS:	Hourly, Non-Exempt
SUPERVISED BY:	Dispensary Manager
SUPERVISES:	None
LOCATION:	Wilmington, 37 Germay Drive Lewes, 12000 Old Vine Blvd.
JOB CAN BE PERFORMED REMOTELY:	No
JOB REQUIRES TRAVEL:	Possible - to other FSC locations.

JOB SUMMARY

The Dispensary Associate is a multi-function position. The Dispensary Associate is responsible for being a Patient Advisor (PA), Delivery Driver, Patient Orientation (PO)/Front Desk, and Retail Inventory employee.

The job environment is fast-paced, and the individual will multitask many different job functions throughout their scheduled shifts.



TYPICAL WORKING CONDITIONS/ENVIRONMENT

Dispensary/Inventory

Work is performed in a busy medical cannabis dispensary. The dispensary area can be loud due to the large number of people, music, etc. Will be in almost constant contact with patients and co-workers. Work can be stressful and may include dealing with difficult patients' demands.

Delivery Driver

The Delivery driver will spend every working day on the road inside and driving the company vehicle(s). They will load and deliver items, which requires working outside in hot, cold, or inclement weather. They often interact with patients, dispatch (security), inventory, and other drivers/coworkers, both in person and over the phone.

REQUIRED PHYSICAL DEMANDS (PA/PO)

- Work requires periods of prolonged sitting and standing, some bending, stooping, and stretching.
- Requires normal range of hearing.
- Requires hand-eye coordination and manual dexterity sufficient to operate a cash register, computer, telephone, calculator, etc.
- May require lifting up to 15 pounds occasionally.

REQUIRED PHYSICAL DEMANDS (Retail Inventory)

- Must be able to lift 25 pounds at a time.
- Must be able to bend, stoop, stand, or walk for long periods.
- The normal range of hearing & eyesight is required (can be corrected).
- Frequent computer use.
- Must be able to enter text or data accurately.
- Must be able to move safely in confined spaces.

REQUIRED PHYSICAL DEMANDS (Delivery Driver)

- Must possess the ability to perform driving and operating a motor vehicle in a safe manner in all four seasons.
- Must possess the ability to sit for long periods of time.
- Must possess the ability to get in and out of an automobile several times a day.
- Must possess the ability to utilize arms at an extended position for long periods.
- Must be able to lift up to 50 pounds, lift/carry product, totes, and push/pull carts.

JOB DUTIES AND RESPONSIBILITIES (PA/PO)

- Having extensive knowledge of cannabis, and cannabis by-products; as well as their application.
- Must be able to recommend different types of cannabis and products for different ailments.
- Keeping the display and register area clean and tidy.
- Cash handling and running credit/debit cards.
- Complete opening and closing checklist – items include, putting any sensitive display items away for the night, wiping down counters, couches, and doorknobs, taking out trash, straightening marketing materials in the waiting room, turning off computers/TVs, and restocking register supplies (credit card/receipt paper and paper bags).
- Answering and fielding calls from patients and vendors.
- Greet and verify new patients.
- Provide information regarding the dispensary and services provided through the dispensary, Cannabis, and laws regarding Cannabis.
- Answer the phone, take messages, and direct calls to the proper person.
- Keep the waiting area clean and tidy.
- Maintain accurate online patient database – includes paperwork and data entry, as well as scanning, printing, and possibly faxing documents.
- Keep the waiting area clean.
- Cover patient orientation as needed.
- Work additional hours as needed.
- All tasks otherwise assigned by Management.

JOB DUTIES AND RESPONSIBILITIES (Retail Inventory)

- Collaborates with the Inventory Manager on inventory needs.
- Ensure that all products are accounted for within the Leaf Logix system.
- Is also attentive to updating the online menu, making sure the product is correctly displayed.
- Produce labels for all medical products that need to be updated.
- Conduct daily product audits to make certain everything is accounted for.
- Possess the ability to use Leaf Logix.
- Work with the inventory manager to conduct a monthly comprehensive inventory audit of all cannabis products/accessories dispensary vault.
- Run inventory reports regularly to ensure the product is accounted for.
- Work additional hours as needed.
- All tasks otherwise assigned by management.

JOB DUTIES & RESPONSIBILITIES (Delivery Driver)

- The delivery courier is responsible for delivering products to patients safely.
- All work is done in company vehicles and no personal vehicle is required.
- Transports products to patients' homes quickly and accurately.
- Must work with the dispatch (security) teams to ensure safe deliveries.
- Verifies medical marijuana patient/customer identity in person using the "Dutchie" Point of Sale (POS) system/ State Traceability System by matching the patient's medical card to the medical card used to order the products.
- Accepts only Credit Card payment using an iPad equipped with the Dutchie Mobile POS system for orders.
- Follows proper inventory procedures, loads/unloads, and operates the company vehicle(s) safely.
- Must be able to work alongside coworkers in a cooperative team environment to provide secure product delivery from the dispensary to delivery sites.
- Assist with packaging deliveries and checking against the order form.
- Contacts delivery patients as needed by their number provided on the order using a company-provided cell phone.
- Accurately files and maintains paper copies of manifests and transaction logs recorded within the Dutchie POS system after each delivery.
- Ensures compliance and accuracy involving all product tracking, product security, and product delivery.
- Projects a positive image of the organization to employees, patients, industry, and community.
- Deliver a wide variety of items to different addresses and through different routes.
- Follows routes and time schedule.
- Loads, unloads, prepares, inspects, and operates the delivery vehicle.
- Work additional hours as needed.
- All tasks otherwise assigned by Management.

REQUIRED SKILLS AND ABILITIES (PA/PO/Retail Inventory)

- Good communication and interpersonal skills.
- Ability to be open, ask questions and ask for help as needed.
- Ability to adapt to an environment that is ever-changing.
- Ability to adhere to and follow strict policies, SOP's, and guidelines.
- Must have a positive attitude.
- Must be goal oriented.
- Must possess the ability to work well with others in a team-centric atmosphere.
- Must be punctual, and reliable.
- Must possess problem-solving skills.
- Must be detail oriented.
- Good computer skills with basic knowledge of the MS Office Suite (Word,Excel, Outlook).
- Knowledge of inventory in the Leaf Logix system.

- Is responsible for maintaining accurate daily, weekly, and monthly reports on all inventory.
- Ability to work with digital scales.
- Maintain strict hygiene standards and a clean workspace.
- Thorough understanding of units of measure.
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- Knows medical cannabis, medical cannabis effects, and conditions that can be treated with medical cannabis.
- Needs to be very organized and patient.
- Ability to work under pressure without losing composure.
- Ability to meet the needs of administrators/managers without constant supervision.
- Ability to solve practical problems.
- Ability to multi-task many diverse types of workloads in a hectic environment.
- Must be able to have a calm and pleasant demeanor towards all individuals in the dispensary.
- Must be open to accepting other roles and/or jobs assigned.
- Have the ability to dispense medicine efficiently and accurately to patients' needs.
- Must be able to communicate their personal knowledge of medicinal effects of cannabis to others, clearly and enthusiastically.
- Possess the ability to communicate effectively in all situations with other associates and patients.
- Be open to learning about news, literature, or legal progress on cannabis.
- Be present for lectures and/or training sessions on new items, or research on cannabinoids.
- Keep up with the pace of new strains and concentrates, new products, prices, and the other variable elements of the dispensary.

REQUIRED SKILLS AND ABILITIES (Delivery Driver)

- Must be able to confidently navigate a GPS/maps system to deliver accurately and timely.
- Must be able to successfully pass a comprehensive State and Federal background check including but not limited to criminal history.
- Prior or equivalent experience as a delivery driver preferred.
- Must have and maintain a current driver's license and clean driving record.
- Must be able to perform their duties in a safe manner and environment while adhering to all governmental regulations.
- Must be able to adhere to and execute all policies and SOPs accurately.
- Must be able to maintain a positive attitude.
- Excellent organizational and time management skills.
- Must be able to concentrate. Safety on the road depends on the driver's ability to stay focused.
- Must possess excellent communication skills.
- Must possess excellent problem-solving skills.
- Must possess a high level of personal responsibility and integrity.

EDUCATION AND EXPERIENCE

Highschool diploma or equivalent required. A degree or experience in a similar and/or related field is preferred. Customer service experience preferred.

ACKNOWLEDGMENT

I have reviewed my job description for **Dispensary Associate**, and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined in this job description. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.

I further understand that future performance evaluations will be based on my ability to perform the duties and responsibilities outlined in this job description.

I have discussed any questions I may have had about this job description with Human Resources prior to signing this form.

By signing below, I am acknowledging that I have read, understood, and agree to abide by the terms listed above.

EMPLOYEE NAME (PRINT): _____

EMPLOYEE NAME (SIGNATURE): _____

DATE (MM/DD/YYYY): _____

HUMAN RESOURCES USE ONLY

HUMAN RESOURCES (PRINT): _____

HUMAN RESOURCES (SIGNATURE): _____

DATE (MM/DD/YYYY): _____