



Position Description

Northern Light Cannabis Company

POSITION:	Budtender	LICENSED:	No
DEPARTMENT:	Northern Light Cannabis Co.	GRADE:	18 (\$15.25-22.88)
REPORTS TO:	Lead Budtender	STATUS:	Non-Exempt

POSITION SUMMARY:

At the direction of the Store Manager, Floor Manager, and Lead Budtender for Northern Light Cannabis Company in Dafer, Michigan, the Budtender will oversee assisting customers in selecting suitable cannabis products. The Floor Manager and Lead Budtender will work with Budtender in carrying out all retail operations in the store, including, but not limited to, register operations, customer service, store appearance and displays, and employee interactions, and by performing other functions as assigned.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service, while being prompt and professional.
2. Advise customers on suitable cannabis products based on their needs, preferences, budgets, and reactions to different strains of cannabis.
3. Maintain in-depth knowledge of products and strains in the store, as well as industry-wide product knowledge.
4. Processing customer's payments using the retail store's Point of Sale (POS) system.
5. Ensuring the retail store is clean and well-organized at all times.
6. Educate customers on the safe use of their selected cannabis products.
7. Display a high level of product understanding.
8. Keep customer wait times remain at acceptable levels, ensure sales transactional efficiency, and overall providing support for those on the budroom floor.
9. Deal with issues that arise from employees or customers (complaints, grievances etc.)
10. Ensure high levels of customers' satisfaction through excellent service.
11. Ensure the store is opened, closed, and run while efficiently following all protocols.
12. Maintain outstanding store condition and visual merchandising standards
13. Ensure the provisioning center remains compliant with security, inventory, and tribal regulations to ensure safety.
14. Provide education for staff about cannabis strains, edibles, concentrates, and consumption mechanisms.
15. Be a shining example of well behavior and high performance.
16. Keeping up to date with Northern Light Cannabis Company policies and procedures at the direction of the Marijuana Commission.
17. Responsible for learning and following daily policies and procedures for the Bay Mills Business Holdings and the department.

18. Must attend all mandatory trainings designated by the Human Resources Department and/or General Manager or Store Manager.
19. Other duties may be assigned within the scope and complexity of this position's essential functions.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to walk and stand with occasional sitting. Occasionally, the employee must squat, crawl, crouch, and kneel with frequent bending, climbing, balancing, and push/pulling. The employee is occasionally required to use hands for firm manipulation and reach with hands and arms above shoulder level.

POSITION REQUIREMENTS:

1. Must be a minimum of 21 years of age.
2. High school diploma or GED required.
3. Has a minimum of six months' experience in a high volume cannabis dispensary, or similarly highly regulated industry preferred.
4. A minimum of six months' years' experience in retail or hospitality experience preferred.
5. Must pass all required background checks.
6. Must be able to use a computer, including Point of Sales, Word, Excel, Outlook, etc.
7. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
8. Must have an excellent past work record, including attendance.

PREFERENCE: Preference will be given to those of Native American descent.

CLOSING DATE: November 23, 2021 (4:30pm)

APPLY TO: Send Resume and Application to:

Erin Forrester; HR Generalist
Bay Mills Human Resources Department
12124 W. Lakeshore Drive
Brimley, MI 49715
(906) 248-8526

eforrester@baymills.org

Subject: Budtender

****Applications can be found on the Bay Mills website at www.baymills.org under the employment section****