



## **Smoke Signals**

### **Job Posting: Budtender**

#### **Job description**

Our enthusiastic Budtenders are not only cannabis experts but also excel at connecting with customers, understanding their needs, and imparting their extensive product knowledge. Navigating a fast-paced work setting, they adapt and multitask with ease, employing excellent communication skills and a positive attitude to ensure our customers have a gratifying in-store journey. As champions of responsible consumption, we're here to expand and support our thriving cannabis community by providing top-notch cannabis products and personalized assistance for every unique customer requirement.

Joining our team means enjoying a competitive wage within an exhilarating and distinctive retail atmosphere. Rest assured; we'll provide comprehensive training tailored to this role. Together, we'll cultivate a positive, synergistic team dedicated to fostering a warm environment and delivering the ultimate customer experience.

#### **As a budtender, you will possess:**

- Extraordinary customer service skills
- Ability to proficiently address and resolve customer inquiries and concerns
- Ability to work well individually and as part of a team
- Ability to multi-task in an often VERY fast-paced environment
- Passionate knowledge of cannabis and willingness to expand that knowledge
- Customer service and attention to front of house always a priority
- Experience with counting till floats and closing cash-outs/balancing of POS
- An understanding of the retail cannabis regulations and enforcing policies
- Intimate product knowledge of an ever-changing variety of vendors and products
- Keeping the retail space clean and organized
- An understanding of inventory processes
- Pre-employment Criminal Record Check
- Desire and ability to develop a positive in-depth understanding of cannabis
- Previous experience in a similar scope of role with sales and customer service experience in retail or hospitality with extensive customer-facing interaction

- Ability to diplomatically and professionally always interact with customers
- Assist Store Manager(s)/Shift Supervisor(s) in reaching all store objectives daily
- Oversee all cash functions and perform all duties including opening and closing procedures.
- Consistently monitor and encourage team members to meet the companies service standards
- Proactive in solving customer concerns and escalations
- Committed to ensuring customer satisfaction
- Help promote a positive work environment and team morale
- Train new team members
- Engage with customers to understand their needs and educate them on responsible cannabis use
- Provide information based on ongoing learning and accurate product knowledge
- Convert customer needs into sales
- Cultivate, grow and retain customer base through an exemplary customer experience
- Comprehend, apply, follow and enforce guidelines as required by Smoke Signals
- Smoke Signals is open every day of the week and as a Budtender you will be expected to work evenings and weekends. You will also be standing for most of your shift behind the counter helping customers and stocking shelves.
- Drive sales and customer service excellence that is focused on educating customers on all cannabis products and accessories we carry
- Deliver a comfortable and professional shopping experience
- Ensure the proper execution of standard operating procedures
- Knowledge of each product within the complete range of new and current products available for purchase
- Use of a point of sale (POS) system in a retail setting
- Ensure the store is clean and organized
- Comply with the Smoke Signals' cannabis regulations
- Adhere to all policies and procedures to ensure the safety of self, team members and customers
- Diffuse difficult situations with customers as required
- Other duties as required

### **Qualifications & Experience:**

Having prior experience in the cannabis industry is preferred and a valuable advantage. Additionally, any experience in the retail sector is also deemed as a significant merit.

### **Skills and Abilities:**

Budtenders must demonstrate:

- Passion and knowledge in cannabis
- The ability to work in a fast-paced environment and problem solve on the fly

- Ability to understand and carry out oral and written instructions with attention to details and accuracy
- A high level of personal motivation and an ability to work independently and as a team member
- Flexibility in work habits and handling of dynamic situations
- Attention to detail in the workspace
- Working knowledge of POS systems, Word, and Excel

**Personal Attributes:**

Budtenders must demonstrate the following personal attributes.

- Strong interpersonal skills; calm, pleasant and helpful
- Strict adherence to confidentiality, privacy, and code of ethics practices and policies
- Respect and professionalism
- Cultural awareness and sensitivity
- Service orientation
- Personal organizational skills
- Punctual, trustworthy and reliable
- Criminal records check required

**Job Types:** Full-time, Part-time

**Pay:** \$18.00-\$23.00 per hour

**Expected hours:** 24 – 40 per week

**Work Location:** In person

**Additional pay:** Overtime pay

**Benefits:**

- Dental care
- Extended health care
- RRSP match
- Store discount
- Vision care

**Schedule:**

- Day shift
- Evening shift
- Monday to Friday
- Weekends as needed

Submit resumes to: [info@smokesignals.shop](mailto:info@smokesignals.shop)