



JOB TITLE: Dispensary Retail Manager

REPORTS TO: Director of Cannabis Operations

CLASSIFICATION: EXEMPT

SALARY: \$22.37/HR

SUMMARY/OBJECTIVE: This Dispensary Retail Manager will be responsible for managing the day-to-day operations of LDF BDC Woodland Cannabis LLC, a wholly owned and operated subsidiary of the Lac Du Flambeau Band of Lake Superior Chippewa Indians. The scope of the position will include staffing, training, scheduling, buying, visual merchandising, reporting, managing sales and inventory while maintaining compliance with all applicable laws and regulations.

ESSENTIAL FUNCTIONS: Specific duties include, but are not limited, to the following:

Staff Management and Customer Service

- Build a team and support employees in running a clean, organized, efficient, and positive retail store with positive and professional customer service.
- Mentor, motivate, and coach direct reports with training and the use of periodic and annual performance reviews, as necessary.
- Create, revise, maintain, and implement the training necessary for all staff to ensure compliant and effective store operations.
- Maintain store scheduling (opening & closing) to drive revenue while controlling overhead costs.
- Provide staff support, creating employee and team building initiatives.
- Troubleshoot POS, reward programs, coupons, and various customer issues.
- Guide customers and employees with recommendations including product selection, effects, potency, dosing, methods of use, and administration techniques.
- Handle employee and customer concerns and complaints or incidents promptly, confidentially and with documentation and communication to management and HR.
- Provide support with various off and on hour events and marketing specials.

Procedure and Process Control

- Develop and implement standard operating procedures (SOP's) inclusive of best manufacturing practices (BMP) and pertaining but not limited to the following areas of operations:
 - Staff Management
 - Customer Service
 - Vendor Management
 - Inventory and Sales
 - Cash/Credit/Register Operations
 - Safety, security, & surveillance
- Ensure accurate cash handling procedures are followed and discrepancies are resolved and addressed with reporting to management when applicable.
- Identify and develop process improvements to assist with company growth.
- Maintain a comprehensive understanding of (Industrial Hemp) cannabis; its various forms, its chemical composition, effects, dosing, titrations, methods of consumption, quality metrics, and understanding Certificates of Analysis (COA's).

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Inventory and Sales Management

- Maintain neatness, organization, and overall cleanliness of the entire store and storage areas.
- Monitor and maintain proper inventory levels and perform routine inventory audits.
- Receive incoming deliveries and package outgoing shipments by labeling, pricing, and tracking purchase orders.
- Record and report sales daily, monthly, quarterly, and yearly or as directed or needed.
- Create purchase orders and maintain accurate accounting and sales records.
- Report, track, and monitor issues or complaints relating to products and service.
- Attract customers by originating display ideas; following display suggestions or schedules; constructing or assembling display properties; producing merchandise displays in showcases on sales floor throughout marketing initiatives.
- Develop and maintain strong vendor relationships.
- Evaluate competition by visiting competing stores; gathering information such as style, quality, and prices of competitive merchandise to stay competitive.

OTHER DUTIES: PLEASE note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EXPECTATIONS/ABILITIES:

- Abide by and review tribal licensing, regulations, and industry ordinances.
- Ability to navigate MS Office Software.
- Possess superior written and verbal communication skills.
- Possess effective time-management and organization skills.
- Ability to develop, analyze, and interpret key performance metrics.
- Read, analyze, and interpret financial reports.
- Ability to be proactive, self-motivated, and self-directed.
- Ability to operate calmly in a fast-paced environment.
- Ability to lead, coach and collaborate in a team environment.
- Maintain a high level of confidentiality.

SUPERVISORY RESPONSIBILITY: This position [**does have**] direct supervisory responsibilities and will oversee retail associates.

WORK ENVIRONMENT: This job operates in a retail store environment and will routinely use computers, registers, scales, carts, and other light equipment used to move and manage inventory, store displays, and product shipments.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Sit, stand, kneel, bend, twist and reach above shoulders.
- Lift, carry, push, and pull items that weigh up to 50 pounds.
- Use fine motor skills and dexterity to grasp, sort, organize, and inventory small items and products.
- Operate a telephone, computer, sort/file paperwork and parts.

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POSITION TYPE/EXPECTED HOURS OF WORK: This is a [Full-Time EXEMPT] position with [40] hours per week expected. Coverage of shifts ranging over nights, weekends, and some holidays is expected with the majority of time scheduled during store hours of operation, **7 Days/wk. from 9:00AM – 10:00PM**. Must attend all mandatory meetings and participate in training as required.

TRAVEL: Occasional travel is expected for this position.

REQUIRED QUALIFICATIONS:

- Must be 21 years of age or older.
- Must attain an “Principal Management Employee License” through the LDF Tribal License & Regulatory Authority Department within 30 days of hire.
- Must attain CPR/AED Certification within 60 days of hire.
- Must attain a “Food Safety Certificate” within 120 days of hire.
- Must enroll in The Business of Cannabis Certification or equivalent within 90 days of hire and completed within first year of employment.
- Successful results from Background and Reference Checks will be required prior to hire.
- Valid Driver’s License and Proof of Insurability.

REQUIRED EXPERIENCE/EDUCATION:

- High School Diploma or Equivalent (GED)
- 3 yrs. of combined experience in retail, call center, sales, hospitality, or similar customer service focused industry.
- 1 yr. experience in inventory management and reconciliation.

PREFERRED QUALIFICATIONS:

- Associate degree in business management preferred.
- Experience in the cannabis retail industry.
- Experience or study emphasis in biology, medicine, horticulture, agriculture, business, management, or hospitality.

CORPORATION STANDARDS: The foundation of success is found in meeting the following LDF Business Development Corp. expectations:

- Demonstrate an attitude of safety first.
- Possess work ethic consisting of loyalty, integrity, pride, perseverance, accountability, respect, and teamwork.
- Possess an ambition to succeed.
- Adhere to company policies and procedures.
- Represent the company in a positive and professional manner.
- Flexibility to work for extended hours to meet deadlines.
- Handle oneself with professionalism during stressful situations.
- Maintain a positive attitude and morale.
- Interact effectively with all members of the company and all outside associates.

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- Consider long-term implications of decisions and actions.
- Work independently, exercise discretion, and make competent decisions.
- Comply with designated work schedule.
- Use company resources wisely.
- Maintain neat, clean, and organized workspace.
- Analyze and implement ways to improve individual and/or company performance.

EEO STATEMENT: LDF Business Development Corp. provides equal employment opportunities (EEO) to all team members and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws. To the greatest extent feasible, preference will be given to qualified American Indians for employment opportunities.

REQUIRED PRE-EMPLOYMENT SCREENING: LDF Business Development Corp. is committed to a drug-free workplace. To qualify for this position, applicants must agree to pre-employment drug screening and potential random testing, as required thereafter.