



JOB DESCRIPTION

Position Title	Dispensary Agent	Department(s)	Dispensary Admin
Direct Report(s)	None	Revision/Approval/Date	1/2/2015
Pay Schedule		Pay Type	Hourly

JOB SUMMARY

The Dispensary Agent is responsible for providing superior customer service and educational guidance to registered patients and caregivers. The position is responsible for recording, arranging, packaging, and recording patient orders in point of sale (POS) system. The Dispensary Agent is accountable for processing accurate cash, check, and credit card transactions. Additional duties include: answering phones, responding to patient and/or caregiver inquiries, maintaining a clean and organized work area, and ensuring the facility is kept clean and presentable at all times.

RESPONSIBILITIES

- Ensure all patients and caregivers are quickly welcomed as they enter the sales area.
- Maintain awareness of facility surroundings and notify Manager of any suspicious activity.
- Continually provide exceptional customer service to all patient and caregivers, answer questions, and provide educational advice as required.
- Package patient orders while ensuring accurate quantity, weight, and labeling.
- Communicate with Patient Intake Coordinator and Dispensary Manager to ensure efficient patient traffic flow to reduce wait times and ensure consistently high levels of customer satisfaction.
- Record and collaborate with dispensary and transportation agents about pre-orders and deliveries to ensure accuracy and timeliness.
- Respond to patient requests, complaints, or compliment in person, via phone, or by email and requesting supervisor assistance as required.
- Maintain cleanliness and organization of work area and waiting area throughout the day.
- Keep current on all applicable state and local laws to ensure compliance with the State of Nevada Department of Public Health regulations.
- Maintain a thorough understanding of the products and service provided by Silver State Relief.
- Educate patients and caregivers on medicating options and methods, strain information, medicine effectiveness for specific ailments, and cultivation methods.
- Maintain awareness of patient comments and input and suggest changes to improve service or product offering.
- Educated patients as required on the process of State registration.
- Maintain patient and company records in accordance with State of Nevada laws and regulations.
- Route media calls to appropriate manager – do not comment unless authorized to do so.
- Comply with all Silver State Relief’s policies and procedures and all applicable State laws and regulations.
- May be asked to perform other duties at a lower level or higher level of proficiency or not related to this classification on occasion.

EDUCATION / EXPERIENCE REQUIREMENTS

- High School diploma or GED. Some college preferred.
- 1 year of retail customer service experience required.
- 1 year of retail point of sales (POS) system experience.
- Working knowledge of cannabis as medicine and its effectiveness to treat specific ailments.



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- Basic computer skills.

SKILLS AND ABILITY EXPECTATIONS

- Good organizational and communication skills.
- Excellent customer service/phone skills and flexibility for handling a wide range of activities.
- Computer Experience in point of sale (POS) systems and basic computer skills.
- Ability to accurately manage cash and balance cash drawer at end of day.
- Ability to work under pressure, multi-task and prioritize tasks with strict deadlines.
- Demonstrate time and data management skills.
- Using logic and reasoning to offer solutions to problems.

EXPECTATIONS

- Set the example by actively contributing to company goals.
- Clarify expectations and seek additional training as needed.
- Make suggestions for improvement in areas of cost reduction, processes, and productivity.
- Maintain a clean and safe work area.
- Ensure all patients and caregivers are provided the highest level of customer service possible.
- Stay current on offered strains and attributes.

PHYSICAL REQUIREMENTS:

- **Temperature: 65 – 75 degree**
- **Humidity: Normal**
- **Other Hazards: None**
- **Percentage of time spent outside: 0%**
- **Protective Clothing Required: NO**
- **Physical Activity:**

Sit – 80%	Stand - 5%	Walk – 10%	
Squat - 1%	Bend - 1%	Twist - 1%	Lift –1%
Climb -0%	Drive - 1		
- **Reach above shoulder - 2% Other - _%**
- **Maximum consecutive time during the normal workday for each activity:**

Sit – 8 hrs	Stand – 30 min	Walk – 15 min	Drive – 4 min
Squat – 5 min	Bend – 5 min	Twist – 5 min	Lift – 5 min
Reach above shoulder: 15 min	Push – 5 min	Pull – 5 min	



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- **Tools/Equipment Used:**
- | | | |
|-------|--------|---------|
| 1-33% | 34-66% | 67-100% |
|-------|--------|---------|

Computer			X
Office Equipment		X	
Company Car	X		

Repetitive Use of Hands & Feet:

	Not Req'd	Occasional	Frequent	Continuous
Simple Grasping			X	
Pushing/Pulling		X		
Typing/Data Entry				X
Fine Manipulation	X			
Repetitive use of foot in operating machine controls	X			

Sensory Requirements:

**Weigh required to be manually lifted each normal work day:
(Occasional = 1-33%, Frequently = 34-66%, Continuous = 67-100%)**

	Not Req'd	Occasional	Frequent	Continuous
Up to 10 pounds			X	
Up to 20 pounds		X		
Up to 35 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Lifting and Carrying:

Documents to file and delivering samples/materials