



Job Description: Receptionist/Administrative Assistant

Position Summary:

We seek outgoing and passionate Front Desk Admins who are looking for long-term employment. You are the front line of service with the patient so your friendly and helpful attitude and demeanor will set the tone for patients coming into the dispensary. You will assist the management team with the activities and operations of the store, while abiding by policies, procedures and operational guidelines. Our Admins are responsible for registering patients and checking them in, answering general phone calls, and assisting with general office tasks. You must possess the ability to listen well and communicate effectively with various audiences.

Responsibilities:

- Promote a work environment that is positive, customer-service oriented, and compliant with established policies and procedures
- Maintain product knowledge
- Answering the phone and greeting customers
- Accurate and timely data entry of patient profiles
- Verifying proper paperwork, documentation and ID for patients and caregivers
- Verifying doctor license status with CA
- Respond to general inquiry emails, direct emails to management as appropriate
- Track status of newly obtained documents from drivers
- Management of discount program documents and eligibility. Responsible for verification, notification, tracking, and document handling.
- Coordinate/Oversee recommendation renewal reminders
- Quality control of document photographs.
- Maintain and organize office supply inventory
- Other duties as assigned by the Management Team

Competencies:

- Exceptional Customer Service skills
- Desire to learn about our products and cannabis therapies
- High competency in Office Suite, Google Apps and ability to learn new software
- Strong attention to detail and a team-player mentality
- Fun attitude and strong work ethic
- Must be able to accommodate scheduling expectations including weekend, evening, and holiday shifts
- Understanding of applicable federal, state and local laws and regulations as they pertain to the industry, personnel law, safety regulations, local municipal codes and organizational rules, regulations, directives and standard operating procedures.



Education:

- High School Diploma or equivalent
- Previous admin or retail experience required

Other Misc. Requirements:

- Must be 21 with a valid California medical marijuana recommendation
- Background check required; no felony convictions
- Professional, tidy appearance and good personal hygiene
- Must be on time and ready to work when scheduled with reliable transportation
- Cannabis knowledge is preferred

Compensation: \$13+ per hour (depending on experience)

To apply for this position, please submit your application via this link:

<https://www.optimizehire.org/apply-job?i=NzAw>. We are an equal opportunity employer.