

## **Overview**

Pacificanna is looking for sales and customer service focused individuals to join their team in a fast-growing market sector. The company is launching a premium cannabis retail chain across BC and is looking for exceptional talent to join the team.

## **Available Roles**

- Full-time Store Manager (1)
- Full-time Customer Service Representative (multiple roles)
- Part-time Customer Service Representative (multiple roles)

## **Customer Service Representative (Salary range \$14 - \$17/hour)**

Our company is seeking enthusiastic, personable staff who can use their extensive cannabis product knowledge to guide customers to the appropriate product and provide impeccable customer service while complying with all regulations. You will be responsible for assisting the management team with the activities and operations of the store while abiding by all policies, procedures, and operational guidelines.

## **Customer Service Representative Qualifications/Requirements:**

- Must be minimum 19 years of age (Required)
- Able to pass a Police Information Check (Required)
- Must possess valid driver's license or BC Services Card (Required)
- Available to work mornings, evening, weekends, and holidays
- Reliable and punctual, someone who is responsible and respectful of a professional working environment
- Knowledge of the cannabis sector is an asset; willingness to participate in education of the sector is mandatory
- Prior customer service experience in retail, hospitality or related customer-facing roles
- Experience working in a fast-paced environment
- Social and highly comfortable speaking with people
- Great listening skills to be able to understand customer needs and match them to potential products
- The ability to stay apprised of current trends, regulations and legislation
- Familiarity with POS software, handling cash and processing debit transactions
- The ability to work on your feet all day
- Ensure no minors enter premises and compliance in all transactions
- Assist with opening/closing of store and other tasks as assigned.
- Unpack boxes for inventory as required (boxes can weigh 5 - 30 lbs)

### **Store Manager (Salary range \$17 - \$21/hour)**

The store manager must exercise discretion in managing the overall operation of the store. In particular, a majority of time is spent supervising and directing the workforce, making staffing decisions (i.e., hiring, training, evaluating, disciplining, discharging, staffing and scheduling), ensuring customer satisfaction, managing the store's financial performance, and managing safety and security within the store.

- Implements and maintains all operational rules, regulations, policies, and procedures including those for cash handling and safety and security, to ensure the safety of all
- Ensures ongoing staff education on cannabis products, strains, and consumption methods
- Monitors and manages store staffing levels to achieve and maintain store operational requirements
- Communicates clearly, concisely, and accurately in order to ensure effective store operations
- Acts as the role model for outstanding service and inspires staff to deliver the highest level of customer service by always acting with integrity and sincerity

### **Store Manager Qualifications/Requirements (in addition to CSR qualifications):**

- Retail Management experience: 3 years (Required)
- Customer Service experience: 5 years (Required)
- Strong leadership skills and the ability to coach and mentor staff members with professional maturity
- Ability to manage various personality types
- Capability to remain tactful in a fast-paced environment under high-pressure situations
- Proficient with computer software (i.e. Microsoft Office & Excel)
- Strong organizational skills
- Strong verbal and written communication skills
- Strong interpersonal skills
- Excellent time management skills
- Aware of company safety policies and procedures and you work in partnership with your team to ensure a safe workplace

How to apply:

- Include the level of position that you are interested in
- Send your resume to [careers@pacificanna.ca](mailto:careers@pacificanna.ca)

If the above describes you, we invite you to contact us regarding the opportunities! We wish to thank all applicants and welcome all to apply. Only candidates that meet the requirements will be contacted for an interview.