

**PRODUCT SPECIALIST
JOB DESCRIPTION**

POSITION SUMMARY

Product Specialist at Noa Botanicals is responsible for patient and caregiver intake, product transactions, and providing excellent customer service to a variety of audiences. The Product Specialist must maintain a thorough understanding of medical marijuana varieties, derivatives and infused products based on current offerings in the Hawaii market and current cannabis science. This position provides superior customer service and educational guidance to registered patients and caregivers. The Product Specialist must maintain a professional appearance, organized work environment and dispensary appearance. The Product Specialist reports directly to the Dispensary Assistant Manager and Dispensary Manager.

This position is open to local applicants only and is not eligible for relocation assistance.

CORE JOB DUTIES (includes but not limited to)

Customer Service, Sales, and Harvest:

- Greet patients and caregivers as they enter the dispensary. Provide exceptional service for new and returning patients, anticipate and answer any questions they may have, and provide outstanding new patient guidance.
- Obtain the appropriate documentation from each patient and caregiver at every visit, ensuring validity of his or her identification and registration with the State;
- Record each visit using the patient management software, ensuring accuracy of customer and caregiver information, and recording notes if necessary;
- Observe and maintain all applicable patient confidentiality requirements;
- Communicate with management to maintain a steady customer traffic flow to maximize sales and customer satisfaction;
- Meet and exceed set sales goals;
- Respond to and resolve customer requests, complaints, or compliments in person, through email, and on the phone, escalating for supervisor support as needed; and
- Maintain organization of records, desk space, dispensary and waiting room through daily upkeep and light cleaning;
- Participation in Harvest as assigned.

Medical Marijuana Education and Guidance:

- Maintain knowledge of all applicable state and local laws, all medicine, products and services provided, as well as documentation processes in accordance with the State of Hawaii;
- Maintain a basic understanding of the medicine, products and services provided at Mānoa Botanicals;
- Educate patients and caregivers on medicating options and methods, strain information, medicine effectiveness for specific ailments and cultivation methods;
- Record specific requests, preferences, and notes concerning customer and caregiver registration status using the patient management software; and
- Maintain awareness of customer input and suggest changes to improve service or product.

Processing Transactions:

- Collect payment and process transactions after order verification;





- Apply transaction amount to each customer's allocated amount in accordance with state and local law;
- Prepare and build patient and caregiver online and pre-orders.
- Provide receipt for each transaction.

Documentation:

- Prepare documents as needed to assist customers' intake and registration within our dispensary;
- Ensure accurate information is recorded for all patient and caregiver registration, sales and preferences; and follows all guidelines issued by the State.
- Communicate inventory levels with Assistant Manager and Dispensary Manager to maintain accurate menus and update menus as needed;
- Assist in Audit and Inventory tasks as assigned.

Additional Duties as Required.

CORE COMPETENCIES

- Knowledge of State of Hawaii laws, regulations and rules related to medical marijuana.
- Accurate data-entry and record keeping.
- Desire to learn about our products.
- Ability to answer multi-phone line system.
- Strong attention to detail, organizational skills and time management abilities.
- Superior communication and customer service skills: Must be positive and welcoming.
- Proficiency and accuracy in using windows-based software, POS software, and internet navigation.
- Ability to work in a fast-paced, changing and challenging environment.

EDUCATION AND BACKGROUND REQUIREMENTS

- 2-3 years of previous sales experience preferred.
- Must be and remain compliant with any and all legal or company regulations for working in the cannabis industry.
- High School Diploma or GED required.
- Minimum of 21 years of age as required by state statute.
- Must pass background checks, including fingerprints and drug screening, per applicable requirements set forth under state statute.

ADDITIONAL REQUIREMENTS

- Must have reliable transportation; flexibility in scheduling. Working hours include holidays and weekends.
- This job function may include walking or standing for extended periods of time, as well as stooping, bending over and/or crouching. Must be able to lift, carry and balance up to 30 pounds (100 pounds with assistance).

EMPLOYEE BENEFITS SUMMARY

This is only a preview of the benefits we offer to our employees. Detailed information about eligibility, enrollment and other benefit provisions are provided upon employment. Benefits are subject to change and may be discontinued without notice.





- Medical, Drug, Vision, Dental Coverage
- PTO, Paid Holidays
- Employee Discount

Work Schedule: Monday – Sunday; Occasional Weekends/Holidays/Nightwork/Overtime may be required.

Work Locations: Honolulu and/or Kaneohe

Job Type: Non-Exempt, Full-time

EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION

We are an equal opportunity employer and strive to provide equal employment opportunities to all applicants and staff in accordance with sound employee relation practices and federal and state laws. Noa Botanicals is also firmly committed to taking affirmative action to employ qualified individuals with disabilities, veterans with disabilities, veterans, minorities, and women, and to advance them in employment. If you are an individual with a disability and require accommodation during the application process, please contact our HR Department at 808-550-9848.

Management reserves the right to assign other job duties as necessary. 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. This document is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned. Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service deliver, and the ability to work productively as a member of a team or work group are basic requirements of all positions. Submittal of an application for the position:1. Authorizes Mānoa Botanicals LLC to share any and all information regarding previous or present employment, educational training or personal information from their records and from any other source with the Mānoa Botanicals LLC Human Resources Department only 2. Releases and waives Mānoa Botanicals LLC from any and all liability for any damage which may be claimed as a result of furnishing such information to the Human Resources Department.

