



Retail Assistant Manager

There's no better way to shift and restart than joining a growing industry. 6 Bricks LLC is coming to Springfield from Springfield. A family-owned business with a commitment to community. We're looking for motivated, committed, and experienced Concierge Agents to provide unmatched customer service and safety for our patrons and staff!

Responsibilities:

- Serve as “first-line-contact” and “face” for 6 Brick’s cannabis dispensary regarding customer service: with an emphasis on high-end and guided patron experiences, while maintaining a high level of customer satisfaction and safety.
- First source of information for all customers
- Full understanding of cannabis industry regulations and compliance with an emphasis on guest entry and exit
- Maintaining strict adherence to entry of persons 21 years of age and older
- Assisting in the entry / exit of persons with disabilities
- Complete verification of all non-customer guests, contractors, and officials before granting entry into dispensary
- Maintaining an organized front desk / vestibule area
- Monitoring of all security systems and cameras; responsible for reporting non-compliant behavior and suspicious activity to supervisor and/or 6 Brick’s leadership team
- Recording and logging of customer service and safety incidents
- Ability to effectively deal with internal & external customers, some of whom will require high levels of patience, tact, and diplomacy to defuse anger, collect accurate information and resolve conflicts
- Ability to assist emergency management and first responder personnel in an emergency as needed

Additional Responsibilities include but are not limited to:

- Exemplify high-end customer service and hospitality at dispensary point of entry setting the “tone” for follow-on customer engagement
- Must be well-groomed and maintain impeccable hygiene standards
- Guest focused, service oriented, positive personality and professional demeanor
- Provide patrons an understanding of current product offerings
- Provide patrons with insights into local promotions and events

- Exhibit a general understanding of cannabis knowledge to include but not limited to, cannabinoids, terpenes, the “entourage effect”, cannabis consumption methods, product categories, cannabis product titration and dosing, and product safety.
- Must be able to properly handle confidential information in a discrete and safe manner
- Flexible and stress resistant, team player, ability to adapt and maintain resiliency
- Ability to monitor and respond to company communication via e-mail and other digital/analog platforms daily

Qualifications:

- Must be 21 years of age or older
- Must be willing and able to pass state and federal background checks as required
- Must be fluent in English and be able to communicate effectively in both oral and written mediums; a secondary language is a plus
- Understanding and basic competence in MS Office Suite program tools

Education and Prior Experience:

- Minimum 1 year Customer Service
- High School Diploma, HiSet, or GED
- Previous cannabis experience not required but highly recommended
- Previous security, safety, law enforcement, military, first responder credentials not required but a plus

6 Brick's provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.