



Intake Specialist Position Description

The Intake Specialist is a medical cannabis dispensary employee who is the first point of contact for all employees, patrons, deliveries, inspections and other visitors to the dispensary. The Intake Specialist has an important role as “the face of Hawaiian Ethos” given they are the first person that patients and other patrons will interact with in the dispensary and/or via phone.

The Intake Specialist’s primary responsibilities will include, but are not limited to the following: screening all persons prior to entry, to ensure that they are qualified to enter the dispensary; greeting and checking-in qualified patients and caregivers; conducting the patient intake process; entering patient data; and collaborating with a Product Consultant to monitor patient flow/maintain the staff to patient ratio on the sales floor. Additional ancillary duties may be assigned by the Manager.

The successful candidate will be, above all else, honest, reliable and punctual. They will possess outstanding customer service skills, strong work ethic, ability to be effective in a fast-paced work environment, and exceptional organizational skills with attention to detail. This entry-level, non-management position offers the opportunity to learn and grow with Hawaiian Ethos from the ground up and has potential for increasing levels of responsibility over time. This position will report directly to the Manager.

Education Required:

- High school diploma or equivalent required
- 2+ years post-secondary education in a related field preferred

Work Experience Required:

- Minimum 2+ years’ experience in a customer service role, working in fast-paced client-service intensive industry – hospitality, retail, medical, restaurant or other customer/patient facing operation is preferred
- Work history showing progressive responsibility, willingness to accept, lead, and complete additional projects or challenges is preferred

Preferred/Required Characteristics, Skills and Knowledge:

- Outstanding phone and in-person customer service skills
- Reliability, honesty and punctuality
- Ability to communicate clearly and calmly in a positive and helpful manner
- Motivated to perform job duties in a fast-paced environment and able to stay even-keeled in periods of stress
- Team player - ability to work well with others
- Interest in cannabis, health, and wellness
- Demonstrate proactivity, flexibility, adaptability and ability to complete tasks in a timely manner

- Ability to maintain confidentiality and demonstrate ethical conduct
- Strong oral communication skills
- Ability to effectively plan, prioritize and focus
- Proficient computer skills in Microsoft Word, Excel, internet; comfortable learning/using dispensary software
- Office equipment operation skills – comfortable using computers, printers, scanners, copiers, and telephone systems
- General understanding of Hawaii state law governing medical marijuana

Physical Requirements:

- Extended time standing, walking, bending, and reaching
- Ability to lift and carry up to 35 pounds for a distance of 100 feet
- Hawaii state resident
- Must pass a background check (state mandated) – no felonies
- Hawaiian Ethos reserves the right to drug test
- Must be 21 years or older

Duties and Responsibilities:

The primary responsibilities of the Intake Specialist include greeting, screening and checking-in qualified patients and caregivers; interacting with patients while they wait to enter the sales floor; directing patients to complete intake paperwork and applicable renewal paperwork; managing patient flow in collaboration with a Product Consultant to maintain a 2:1 ratio on the sales floor; maintaining all office equipment in a functional state; and helping to maintain a clean, safe, and welcoming facility inside and out.

- Be first point of contact for employees, patrons, visitors, deliveries and inspectors
- Screen all persons at entry, to ensure that they are qualified to be inside the dispensary
- Greet patients/caregivers in person or on the phone and conduct patient intake procedures
- Input patient data into dispensary software system
- Answer general questions from patients and others about the medical cannabis laws in Hawaii and about Hawaiian Ethos
- Answer basic questions about our products, specials and the menu
- Ensure all dispensary access is logged in appropriate systems
- Manage patient flow in collaboration with a Product Consultant to maintain 2:1 ratio on the sales floor
- Maintain patient records in compliance with State law and Hawaiian Ethos policies
- Help to maintain a clean, safe, welcoming environment inside and outside the facility
- Other duties may be assigned by the Manager if/as needed

Notification:

The above statements are intended to describe the general nature of work performed by the Intake Specialist. These statements are not to be construed as an exhaustive list of all responsibilities, tasks and skills required of an employee in this position. Hawaiian Ethos

reserves the right to require that other tasks be performed when warranted (for example, by emergencies, changes in personnel or workload, corporate reorganization, or technical development). Hawaiian Ethos also reserves the right to revise this job description as needed.