



Product Consultant Position Description

The Product Consultant is a medical cannabis dispensary employee who sells and is knowledgeable about medical cannabis and manufactured medical cannabis products. The successful candidate will be, above all else, honest, reliable, punctual and a team player. 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' customer service/sales experience in a 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:

- Reliability, honesty and punctuality
- Outstanding customer service skills
- Ability to communicate clearly and calmly in a positive and helpful manner
- Motivation 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
- Ability to effectively plan, prioritize and focus
- Arithmetic/math skills necessary for basic inventory and cash management
- 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
- Proficient computer skills in Microsoft Word, Excel, internet; comfortable learning/using dispensary point of sale and inventory software
- Office equipment operation skills – comfortable using computers, printers, copiers, fax machines, and telephone systems
- Thorough understanding of Hawaii state law governing medical marijuana
- Familiarity with history and varieties of medical marijuana preferred

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 Product Consultant include interacting with and educating patients about medical cannabis options, completing sales transactions, record-keeping in POS software, assisting with inventory and cash management, and helping to maintain a clean, safe, and welcoming facility inside and out.

- Assists patients in selecting medical cannabis products by providing education about Hawaiian Ethos products
- Completes sales transactions effectively and accurately using dispensary software
- Maintains patient records in compliance with State law and Hawaiian Ethos policies
- Answers questions about the medical cannabis laws in Hawaii and Hawaiian Ethos from patients and others
- Assists Manager with inventory and cash management, daily and weekly
- Maintains a clean, safe, welcoming environment inside and outside the facility
- Other duties may be assigned by the Manager as needed

Notification:

The above statements are intended to describe the general nature of work performed by Product Consultants. 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.