

Employment Opportunity

8802 27th Ave NE, Quil Ceda Village, WA 98271
Office: 360-716-5000 • www.QuilCedaVillage.org



JOB TITLE: Manager on Duty (MOD)

Pay Range: \$23.25-\$34.88

DEPARTMENT: Remedy Tulalip

JOB DESCRIPTION: Provide the highest level of customer service as the manager on duty. Perform various cashiering related duties, exercise customer service, stocking and inventory duties in the operation of Remedy Tulalip, greet and provide assistance to customers. Stocking, supervise Budtenders and manage guest service.

TO APPLY: Complete the web form application located on the Quil Ceda Village Self Service portal: <https://ess.tulaliptribes-nsn.gov/MSSQCV/employmentopportunities/default.aspx>. For more information or questions, please visit: <http://quilcedavillage.org/Employment> or call Quil Ceda Village HR at 360-716-5016.

NOTE: The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.

EMPLOYEE CLASSIFICATION: Non-exempt

EMPLOYEE REPORTS TO: Store Manager

EMPLOYEE SUPERVISES: Budtenders

EDUCATION:

- High School Diploma or GED equivalent required.
- I.D. Training for cannabis purchases required within 60 days from hired date.

SKILLS:

- Math, cashiering and customer service skills, practices and procedures.
- Proper methods of stocking merchandise.
- Operate 10-key calculator.
- Interpersonal skills using tact, patience and courtesy.
- Basic record-keeping techniques.

EXPERIENCE:

- Minimum of One (1) year experience as a Manager
- Minimum of One (1) year experience in the cannabis industry.
- Minimum of Two (2) years prior cashiering experience.
- Minimum of Two (2) years working with the public utilizing guest service skills.

OTHER REQUIREMENTS:

- Must be 21 years of age or older to work at Remedy Tulalip.
- Perform troubleshooting assistance, which involves consulting with a technician or store manager to resolve computer errors.
- Perform related duties as deemed necessary.
- Must successfully pass a criminal background check with no prior history of theft.
- Ability to work any shift assigned to include days, nights, weekends and/or holidays.
- Ability to identify and report counterfeit currency.
- Ability to adhere to daily task list and perform accordingly.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain cooperative and effective working relationships with others.
- Understand and follow oral and written directions.
- Stock shelves and display cases with appropriate products as needed.

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Dexterity of hands and fingers to operate a computer keyboard.
- Standing for extended periods of time.
- Ability to see details as close range (within a few feet of the observer/near vision).
- Lifting, carrying, pushing or pulling moderately heavy objects.
- Reaching overhead, above the shoulders and horizontally.
- Bending at the waist, kneeling or crouching to shelve materials.
- Outside weather conditions that evolve around seasons.
- Subjected to adverse weather conditions.
- Must be able to work in small confined areas.
- Work with various cleaners.
- Working in high traffic areas that involve motor vehicles.

SPECIFIC JOB PERFORMED:

- Open and close the store.
- Manage budtenders on shift.
- Communicate with store manager regularly.
- Manage front of floor.
- Handle upset customers while maintaining composure and providing excellent customer service.
- Complete orders and fulfill online orders.
- Operate a computerized cash register to perform cashiering duties.
- Count money, verify counterfeit currency, make correct change and issue receipts.
- Greet and assist customers appropriately.

- Acknowledge and respond to customer inquiries.
- Assist and explain any guest questions.
- Monitor inventory levels of products in front of store.
- Stock shelves and display cases with appropriate products as needed.
- Assist with putting products away when inventory arrives.
- Assist with regular and periodic inventories.
- Maintain store environment in a clean and orderly condition.
- Organize displays and assure cleanliness of floor, counters, windows and glass items, shelves and till areas.
- Communicate with personnel and customers to exchange information and resolve issues or concerns.
- Perform any other tasks assigned by Store Manager

TERMS OF EMPLOYMENT:

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Upon successful completion applicable probationary period employee may be eligible for an increase in pay, subject to budgetary restriction. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

Disclaimer: The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.