

## **TEAMMATE**

### **POSITION SUMMARY**

Teammates are primarily responsible for providing a range of cannabis consultations in store, over the phone and online. A successful person in this role is out-going, human, resourceful, organized and kind.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential functions include, but are not limited to the following:

- Organizing inventory
- Creating and sending online orders
- Providing effective product feedback
- Building a strong rapport with customers
- Conducting product research and sharing findings with management team
- Providing CBD consultation over the phone and in-store while maintaining exceptional customer service
- Maintaining confidentiality of sensitive and confidential information
- Upholding the Happy Trails Vision, Mission, and Core Values
- Participating in a wide-range of company projects and events
- Performing other duties as assigned

### **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- High School Diploma or equivalent
- 1-2 years in Customer Service preferred
- Passionate for holistic and natural healing remedies
- Customer-oriented
- Must be willing to obtain the necessary training to perform job duties
- Empathetic character

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is occasionally required to sit; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Tasting and smelling abilities are required occasionally to distinguish with a degree of accuracy, differences or similarities in intensity or quality of flavors. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, airborne particles, and hot liquids. The noise level in the work environment is usually moderate.

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

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