



<b>Job Title:</b>	Security Team Member	<b>Job Category:</b>	Team Member
<b>Department:</b>	Security Administration	<b>Job Code/ Req#:</b>	TM-03
<b>Location:</b>	Cape Ann Cannabis 300 Newburyport Turnpike Rowley, MA 01969	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>	Introductory \$15.00 - \$18.00 hour + benefits	<b>Position Type:</b>	Full-time or Part-time
<b>HR Contact:</b>	Jamie Green Klopotoski	<b>Date Posted:</b>	February 24, 2020
<b>Will Train Applicant(s):</b>	Yes	<b>Posting Expires:</b>	When Filled
<b>External Posting URL:</b>	<a href="http://www.capeannbotanicals.com/careers">www.capeannbotanicals.com/careers</a>		

**TO APPLY, SEND COVER LETTER AND RESUME:**

<p><b>EMAIL:</b></p> <p>HR@capeanncannabis.com Subject Line: Job Opportunity</p>	<p><b>MAIL OR DROP OFF:</b></p> <table style="width: 100%;"> <tr> <td style="width: 50%;">Cape Ann Botanicals</td> <td style="width: 50%;">Cape Ann Botanicals</td> </tr> <tr> <td>Attn: HR</td> <td>Attn: HR</td> </tr> <tr> <td>8 Central St</td> <td>49 Pleasant St</td> </tr> <tr> <td>Ipswich, MA 01938</td> <td>Newburyport, MA 01950</td> </tr> </table>	Cape Ann Botanicals	Cape Ann Botanicals	Attn: HR	Attn: HR	8 Central St	49 Pleasant St	Ipswich, MA 01938	Newburyport, MA 01950
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**Job Description**

**SUMMARY**

This non-exempt position is responsible for performing a variety of operational tasks involving security administration to ensure the safe and compliant operation of the facility. We value high-end customer service and prioritize safety and compliance at Cape Ann Cannabis. Qualities and skills we are looking for in the right candidate to join our Security Administration Department include: meticulous attention to detail, patience, friendliness, quick thinking, ability to read physical and emotional cues, alertness, trustworthiness, ability to de-escalate tough situations, conflict resolution, and superior communication skills. This individual will report to the assigned Team Leader in consultation with Assistant Managers and the Management Team. This individual must be able to perform production related tasks including opening and closing procedures, guest registration, identification verification, exit procedures, and interior/exterior facility safety. This individual will also be trained in the operations of the Inventory/Order Fulfillment Department and the Customer Advocacy Department, and will assume necessary tasks in those departments as required. This individual must follow all Cape Ann Cannabis policies and procedures and comply with all state industry standards set forth by the *MA STATE LAW: 935 CMR 500*.

**ROLE AND RESPONSIBILITIES**

- Work with Management, Team Leaders, Team Members, and others in the successful execution of all dispensary operations and tasks.
- Under the leadership and guidance of the assigned Team Leader, perform all Security Administration Department tasks in a timely and efficient manner, including but not limited to:
  - o *Store Opening/Closing Procedures*- Follow checklists to open and to close the dispensary.
  - o *Customer Service*- Greet all guests, respond to inquiries, answer phones. Be the face of the company to all guests. Handle difficult situations with patience and professionalism.
  - o *Confidentiality*- Maintain HIPAA standards regarding customer privacy and confidentiality.

- *Identification Verification*- Check IDs of all guests to ensure valid identification of age 21+. Work with Team Leader and Management to report any fraudulent activity regarding IDs. Ensure that no one under the age 21 (or without a valid ID) enters the facility.
- *Visitor Registration*- Maintain visitor log and visitor badges. Maintain 3:1 ratio (3 visitors at a time for each employee).
- *Facility Safety*- Maintain interior/exterior facility safety for all guests and staff. Prevent intoxicated guests from entering the facility. Prevent consumption of cannabis in the facility. Work with Team Leader and Management to report any fraudulent activity.
- *Exit Procedures*- Ensure customers are exiting the premises in a safe and legal way.
- *Cleaning*- Assure cleanliness and organization of all equipment, tools, and inventory.
- *Record-Keeping*- Maintain accurate daily activity records and operational logs as directed by Management using designated software.
- Collaborate and communicate effectively with Management, Team Leaders, and Team Members in all departments to ensure dispensary needs are always met.
- Contribute to a fun, team-oriented, and challenging work environment in the innovative and pioneering industry of adult-use cannabis.
- Provide and be open to receiving constructive feedback and recommendations.
- Participate in regular evaluations based on clearly communicated standards and expectations.
- Comply with all company policies and procedures, including confidentiality and non-disclosure agreements.
- Successfully complete all mandated training set forth by Cape Ann Cannabis and the State of Massachusetts, including annual completion of Responsible Vendor Training.
- Wear State-Issued Agent Badge at all times while at the dispensary.
- Assist with facility maintenance, trouble-shooting, and production related tasks in other departments, as necessary.

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- High School Diploma (or equivalent) required. Associate’s Degree preferred in criminal justice, healthcare, hospitality, business management, humanities, or related field.
- Experience is preferred in one or more related fields: security, military, public service, hospitality, customer service, concierge service, retail, healthcare, pharmacology, alternative wellness, food/beverage, or farming.
- Must successfully pass an extensive background check.
- Must be 21 years of age or older.
- Must be and remain compliant with any and all legal or company regulations for working in the cannabis industry.

#### **PREFERRED KNOWLEDGE, SKILLS, AND COMPETENCIES**

##### **Knowledge**

- *Safe work practices*: Knowledge regarding proper personal hygiene and safety using equipment and tools; job sequencing (e.g. efficiency in operations); routine maintenance procedures (e.g., cleaning, organizing).
- *Scientific knowledge*: Plant based medicines, endocannabinoid system, terpenes.
- *Regulatory compliance*: Previous knowledge and experience regarding regulations with cannabis or related industries such as alcohol/tobacco, pharmaceutical, and/or medicine.

##### **Skills**

- *Work Ethic*: Desire and determination to work smarter not harder.
- *Standards*: Willing to maintain industry standards and company cultural practices conducive to produce success in all phases of dispensary operations.
- *Equipment*: Safe use and maintenance of tools and department related equipment.

- *Computer Literacy:* Familiarity with Microsoft Office, POS systems, ERP logistics software.
- *Scientific:* Basic mathematics, data collection, and statistics.
- *Interpersonal:* Respectful, collaborative, approachable, and supportive of others in such a way that work relationships are improved and morale is increased.

### **Competencies**

- *Communication:* Communicate effectively in English (both verbal and written); encourage, reason and negotiate with others; build and maintain effective relationships with company staff, vendors and partners.
- *Results Oriented:* Proactive and goal oriented; maintain focus on outcomes yet hold performance as important as process; meet objectives at the required time and quality standards; set specific, measurable and company-relevant goals and take efficient action to accomplish goals.
- *Detail-Oriented:* Meticulous, organized, attentive, focused, patient, and determined when it comes to facts, figures, analysis, data, and details.
- *Customer Service:* Active listening, conflict resolution, attentiveness, patience, friendliness, empathy, quick thinking, tenacity, fast learning, ability to read physical and emotional cues.

### **ESSENTIAL PHYSICAL CHARACTERISTICS**

*THE PHYSICAL CHARACTERISTICS DESCRIBED HERE ARE REPRESENTATIVE OF THOSE THAT MUST BE MET BY AN EMPLOYEE TO SUCCESSFULLY PERFORM THE FUNCTIONS REQUIRED BY THIS JOB CLASSIFICATION. REASONABLE ACCOMMODATION MAY BE MADE TO ENABLE AN INDIVIDUAL WITH QUALIFIED DISABILITIES TO PERFORM THE FUNCTIONS OF THIS JOB CLASSIFICATION, ON A CASE-BY-CASE BASIS.*

Work entails frequent: talking, hearing, sitting, walking, standing, bending, stooping, twisting of waist side-to-side, turning and flexion of the neck, lifting and carrying objects weighing up to 50 pounds, repetitive use of hands and fingers to handle or to feel, reaching with hands and arms, manual dexterity, and hand-eye coordination. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus and vision to normal range.

### **SPECIAL NOTES, LICENSES AND CERTIFICATIONS**

Pre-employment: Incumbents must sign the Confidentiality, Non-Disclosure, Non-Solicitation, and Non-Competition Agreement prior to their first day on the job.

License: A valid class D driver's license, which must be maintained throughout employment in this job classification, is required at the time of appointment.

Language: While not required, basic bilingual English and Spanish skills are preferred for this classification.

Working Conditions: Work is predominately in a retail dispensary environment with associated noise, space, and computer screen exposure. Field work involving exposure to varying temperatures, weather conditions, and noise levels; exposure to dust and electrical currents.

Background Investigation: Incumbents must have a reputation for honesty and trustworthiness. Recent misdemeanor and/or felony convictions may be disqualifying depending on type, number, and severity. Prior to appointment, candidates will be subject to a background investigation (CORI).

Introductory Period: Incumbents appointed to this job classification serve an introductory period of three months.

Diversity Statement: Cape Ann Cannabis values a diverse workplace and strongly encourages women, people of color, veterans, people with disabilities, members of ethnic minorities, people of all gender identities and sexual orientations, and members of communities that have been disproportionately affected by cannabis prohibition to apply. Cape Ann Cannabis is an equal opportunity employer. We are committed to creating an inclusive and equitable environment for all employees.