



Job Title:	General Manager	Job Category:	Management
Department/Group:	Management Team	Job Code/ Req#:	GM-01
Location:	Cape Ann Cannabis 300 Newburyport Turnpike Rowley, MA 01969	Travel Required:	Yes
Level/Salary Range:	Commensurate based on experience	Position Type:	Full-time
HR Contact:	Jamie Green Klopotoski	Date Posted:	February 24, 2020
Will Train Applicant(s):	Yes	Posting Expires:	When Filled
External Posting URL:	www.capeannbotanicals.com/careers		

TO APPLY, SEND COVER LETTER AND RESUME:

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

SUMMARY

The General Manager (GM) is responsible for managing all facets of Cape Ann Cannabis adult-use cannabis dispensary. This individual is a part of the Management Team, and will assume primary oversight of all aspects of dispensary operations to ensure the safe and compliant operation of the facility. This individual must be able to perform and to manage others in the performance of all production related tasks in all departments, including Customer Advocacy, Inventory/Order Fulfillment, and Security Administration. The General Manager will provide resources to Assistant Managers, Team Leaders, and Team Members in order to establish and to maintain a standard of professionalism as well as exemplify our organizations common core values of accountability, transparency, compliance, collaboration, and enjoyment. 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, Assistant Managers, Team Leaders, Team Members, and others in the successful execution of all dispensary operations and tasks.
- Oversee and supervise the Assistant Managers as they manage, supervise, assist, and direct daily operations of all three departments (Security, Customer Advocacy, and Inventory).
- Oversee and supervise all facets of business operations within the facility, including but not limited to:
 - o Administration, Security, Scheduling, Staffing, Productivity, Efficiency, General Management, Customer Service, Confidentiality, Product Recommendation, Order Fulfillment, Identification Verification, Visitor Registration, Register Transactions, Cash Handling, Safety/Compliance, Cleaning, Record-Keeping, Shipping/Receiving, Inventory Management, Packaging/Labeling, Lab Reports, and Waste Disposal.

- Ensure compliance with local, state, and federal billing, licensing, inventory tracking, and reporting requirements.
- Develop and produce weekly/monthly reports based on data analysis gathered from facility operations to corporate management clearly illustrating the trends of the business.
- Analyze facility data, including efficiency metrics, labor variance analysis, defect rates, cost drivers, volume and capacity planning, etc. to make recommendations on optimal quality and efficiency improvements.
- Work with Assistant Managers to complete forecasting for inventory, to evaluate new and existing products, and to order inventory from vendors.
- Guide, train, and develop all employees to continuously improve their skills, knowledge, and morale; create an environment where the entire team does the same.
- Assist all aspects of employee personnel and talent management in partnership with Human Resources, including hiring, staffing, training, development, education, discipline, termination, or advancement.
- Collaborate and communicate effectively with Management, Team Leaders, and Team Members to ensure needs are always met.
- Contribute to a fun, team-oriented, and challenging work environment in the innovative and pioneering industry of adult-use cannabis.
- Contribute and improve upon already-existing operations and processes to increase workflow and efficiency and ensure that all actions performed in all departments are compatible with highly developed systems.
- Participate in developing and implementing rules, regulations, policies, and procedures to advance the company mission, vision, goals, and objectives.
- Provide and be open to receiving constructive feedback and recommendations.
- Participate in regular evaluations of self, assistant managers, team leaders, and team members based on clearly communicated standards and expectations.
- Comply with all company policies and procedures, including confidentiality and non-disclosure agreements.
- Serve as the primary point of contact to the state regulators and inspectors and ensure that the facility is always prepared for state inspections, even those that are unplanned.
- 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.
- Will be required to be on-call and to respond to emergency situations at any time. This may include scheduling issues, potentially covering a vacant shift, facility issues and/or human resources requirements.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor's Degree (or equivalent experience) in business, finance, accounting, criminal justice, healthcare, hospitality, humanities, or related field; MBA or similar preferred.
- 7+ years of management or leadership experience.
- Exposure to one or more related fields is preferred: hospitality, customer service, concierge service, retail, healthcare, pharmacology, alternative wellness, food/beverage, farming, or security.
- 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 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 and CRM logistics software, METRC, and state approved Cannabis industry programs.
- *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.
- *Delegation:* Ability to identify the best individual or team for a task and act as a facilitator to motivate and to direct the work.
- *Management:* Assign, organize, supervise, and safely maintain resources (e.g. labor, materials, equipment) within company standards to ensure production and budget goals are met. Operate with a high level of professionalism and integrity, including dealing with confidential information.
- *Problem-Solving:* Analyze past and current performance and recommend objectives to improve productivity and profitability. Possess a high level of critical thinking. Ability to adapt and thrive in a demanding, start-up, fast paced environment.
- *Adaptability:* Can-do attitude and ability to adapt quickly; business is experiencing tremendous growth so previous operational experience in a growth environment is substantially preferred.

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.
- *Leadership:* Confident in leading, coaching, guiding, training, and supervising others. Continually seek out opportunities to foster a mindset for growth and provide value added resources.
- *Detail-Oriented:* Meticulous, organized, attentive, focused, patient, and determined when it comes to facts, figures, analysis, data, and details.
- *Business Acumen:* Understanding of operations and P&L relative to an adult-use cannabis dispensary facility, assist with tracking expenses of resources to ensure revenue, efficiency, and gross margin goals are met.

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.

Certifications: Professional certifications are encouraged but are not required.

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

Working Conditions: Work is predominately in an office or retail 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. Travel to industry related vendors, networking events, and tradeshow may be required.

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.