

**Summary**

The Sales Specialist is primarily responsible for guiding clients through a superior level of service, assuring anyone who visits a store leaves satisfied. Individual responsibilities as a Sales Specialist include demonstrating outstanding customer service and sales skills, assisting with keeping the sales floor clean and organized always. The Sales Specialist conducts day-to-day operations within the retail location while adhering to company policy and industry regulations. This position reports to the on-shift Supervisor.

**Essential Functions**

- Provide outstanding, accurate customer service to patrons by answering or appropriately directing questions and concerns
- Lead tours of sales floor within the store, making product recommendations based on the science of strains, cannabinoids and vendor-produced products available
- Maintain knowledge of all cannabis strain profiles, edibles, concentrates, pre-rolls and accessories for sale in the dispensary, utilizing knowledge of how cannabinoid profiles and potency affect to the body
- Understand warranties, and how to facilitate guest merchandise returns to store management
- Abide by product handling procedures, including company safety and health policies as well as regulatory agency compliance
- Answer phone with professional greeting and provide outstanding customer service
- Accurately record orders into the point-of-sale (POS) system
- Confirm accuracy of order displayed in POS (correct product, quantity and/or weight, pricing, etc.)
- Operate cash register by using barcode scanner, computer-based POS system and cash drawer to process transactions, ensuring customers leave with labeled product inside of a regulated exit bag with correct change and a receipt
- Check identification of customers to verify they are of legal to purchase cannabis with every sales transaction
- Work as part of a team to ensure sales, guest satisfaction and that compliance goals are met by designated timelines
- Fill all time during scheduled shifts with productive, useful activity, including cleaning, stocking, researching, organizing or completing any other tasks to contribute to company success
- Adhere to company dress code and personal appearance policy and maintain all provided necessary equipment
- Follows FOUR20 Premium Market rules and guidelines when performing responsibilities on a daily basis to support all areas
- All other job duties as assigned

**Qualifications Required**

- Must be 18 years of age and recognized as a Qualified Cannabis Worker (QCW) by Alberta Gaming Liquor Committee (AGLC)
- Must successfully complete AGLC's SellSafe Cannabis Staff Training program
- Must maintain QCW Certification and must present for verification
- Must remain compliant with all legal or company regulations for working in the Cannabis industry
- High School diploma required
- Demonstrated ability to learn quickly
- Strong computer, mathematical, language and reasoning skills
- Exceptional customer service skills and familiarity with CRM systems and practices
- Ability to multi-task, prioritize, manage time effectively and work well under pressure
- Retail and/or sales experience preferred
- Cannabis experience is an asset. An interest in learning about Cannabis is a must

Individuals interested in applying for this position are requested to send their résumé & cover letter (Please list the job you are applying for in the subject line) to:

Attention: Human Resources  
Email: [careers@420corp.ca](mailto:careers@420corp.ca)

We value diversity and inclusion and encourage all qualified people to apply. Accommodations for job applicants with disabilities will be provided upon request during the recruitment, assessment, and selection process. We encourage all qualified candidates to apply; however, only those selected for an interview will be contacted.