



Chippewas of RAMA  
First Nation

## Employment Opportunity

Job Title: **Supervisor - Store Operations**  
Job Code: BUS150  
Department: Rama Cannabis  
Reports to: General Manager Store Operations

Date Posted: 4-Nov-20  
Date Closed: 20-Nov-20  
(5:00 pm)

**\*\*SPECIAL PROJECT FOR REGISTERED RAMA MEMBERS OR RESIDENT SPOUSE/CHILD OF MEMBER\*\***

The Chippewas of Rama First Nation supports the United Nations Declaration on the Rights of Indigenous Peoples. Specifically, Rama supports the training, education and employment of Indigenous People.

Employment Classification: Full-time with Benefits - 2.5 positions  
Availability & Term: Approx. Start Date January 11, 2021 (pending AGCO Licence)  
Remuneration: \$22.91 per hour with increases based on RFN Business Salary Grid.

### JOB PURPOSE/SUMMARY

As a proven leader with an interest in cannabis and a passion for the service industry, this position is responsible for store operations and leadership on shift including maximizing sales and developing customer loyalty, regulatory compliance, shift reports, training and development and conflict resolution.

### QUALIFICATIONS

- Education:**
- College 1 to 3 years in related field preferred or 3 years equivalent retail or hospitality experience in a supervisory or leadership role.
- Skills and Abilities:**
- **Must be 19 years of age or older.**
  - **Must obtain AGCO Cannabis Retail Manager License and to be paid for by Rama First Nation prior to starting as a condition of employment.**
  - **Must obtain CANSSELL Ontario Expert Level Training Certification prior to opening of store as a condition of employment.**
  - Working knowledge of regulations pertaining to the cannabis industry.
  - Must be able to effectively work in a highly regulated, fast paced environment.
  - Proficient with computer programs including outlook, word and excel.
  - Superior customer service and relationship building skills.
  - Strong leadership skills with ability to motive, inspire, coach and mentor staff.
  - Ability to diffuse challenging situations and manage multiple priorities.
  - Knowledge of the cannabis industry, POS and inventory databases.
  - Must be able to work all shifts including weekends, evenings and holidays.
- Experience:**
- 3 years in a leadership role in a retail or hospitality environment required with demonstrated success in offering an exceptional customer experience.
  - Previous experience training and developing individuals.
  - Experience in cannabis industry an asset.
- Other:**
- A Criminal Reference Check is required for this position.

Qualified applicants may submit their cover letter and resume to the attention of:

Charlene Benson, Human Resources Manager  
Chippewas of Rama First Nation

5884 Rama Road, Suite 200, Rama, Ontario L3V 6H6

Fax: (705) 325-4718

Email: [charleneb@ramafirstnation.ca](mailto:charleneb@ramafirstnation.ca)

**\*\* ONLY THOSE APPLICANTS SELECTED FOR AN INTERVIEW WILL BE CONTACTED \*\***

Rama First Nation is committed to an inclusive, barrier-free environment. Accommodation will be provided in all steps of the hiring process. Please advise Human Resources if you require any accommodation to ensure you can participate fully and equally during the recruitment and selection process.

**The Chippewas of Rama First Nation - A Proud, Progressive First Nation Community**



## Job Description

Job Last Updated: 2-Nov-20

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Reports to:	General Manager - Store Operations

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### **KEY JOB FUNCTIONS/RESPONSIBILITIES**

- Operate store within AGCO and Health Canada Guidelines.
- Ensure staff are adequately trained on all store policies, AGCO/Government of Ontario and Health Canada guidelines, cannabis product knowledge and POS system.
- Support Budtender mentorship by Budmaster, monitor training plans, set goals and evaluate success.
- Provide leadership that promotes a positive work environment, supports a welcoming and comfortable guest experience with a focus on education and engagement that builds trust and encourages brand recognition and loyalty.
- Motivate and inspire a passion in staff to provide exceptional customer service.
- Complete all opening and closing operations for the store including cash reconciliations, deposits, financial reporting, loss prevention procedures, security policies and inventory counts.
- Ensure guest eligibility in accordance with regulatory requirements and standards.
- Assist with coordination of staff education and training.
- Support General Manager with all aspects of employee supervision include coaching, performance management, performance appraisals, discipline, recognition and training on product knowledge.
- Share knowledge and provide feedback/advice to staff while maintaining a strong collaborative attitude.
- Assist with hiring/recruitment and produce staff work schedules.
- Maintain a high level of product and service knowledge through on-going training.
- Act as a role model through active selling, customer engagement and operations support.
- Ability to wordsmith the usage of products without drawing direct links to medical community or medicinal usages.
- Build relationships and establish long term meaningful connections with customers.
- Promote the brand and culture by participating in merchandising and promotional activities.
- Inventory management including monitoring and processing inventory and loss prevention.
- Complete customer transactions on POS and coordinate POS technical support when necessary.
- Professionally and courteously address customer requests, comments and complaints.
- Gather information and provide consist reporting for compliance violations and breaches.
- Ensure store is clean, tidy and merchandize is well displayed and stocked to maximize sales.
- Represent Rama First Nation at various functions when required.