

Job Title:

Dispensary Manager

Job Overview:

Dispensary Managers are responsible for the overall daily operations of the dispensary including ensuring excellent customer service, day-to-day operations, managing staff, training, scheduling, payroll, inventory management, P&L management, expense control, implementing sales strategies to achieve sales targets, as well as ensuring compliance with all PA Department of Health rules and regulations and company guidelines

Reports To:

The Dispensary Manager reports to the COO. Performance reviews will be written and administered by the COO in collaboration with Human Resources.

Essential Responsibilities and Duties:

- Provide patients with an outstanding experience during their visit
- Provide direction and coaching to all employees to ensure an outstanding patient experience for all patients
- Provide training for all employees to ensure a superior patient experience, operational efficiency, and compliance with all regulations
- Resolve all customer concerns and monitor online reviews for response
- Develop and communicate best practices related to improving current procedures, service, and/or sales
- Coordinate with management and COO, if needed, when needed for service or process improvements
- Develop an open and respectful environment that fosters open communication and regular recognition
- Address and deliver verbal and written coaching for team members who are not meeting expectations, properly document the coaching and share with Human Resources
- Create employee work schedules
- Manage P+L statement to ensure profitability and financial goals are met
- Assist with patient engagement, including working in PCC or security roles, as required
- Responsible for inventory counts and reconciliation
- Responsible for end-of-day cash balancing and financial reporting
- Ensure facility and employees follow all Pennsylvania Department of Health Medical Marijuana regulations
- Other duties / responsibilities as assigned by management.

Qualifications:**Qualification Requirements:**

- To perform this job successfully, the employee must be able to perform each essential responsibility and duty satisfactorily.
- Minimum age of 18 years old
- Ability to pass a drug test
- Ability to pass a state and federal criminal background check

Education/ Experience:

- High school diploma or general education degree (GED), plus one-year experience in retail, healthcare or hospitality/ service industry.
- Management Experience preferred

Language Skills:

- Ability to read and interpret documents such as standard operating procedures, employee handbook and other company documents.
- Ability to read, write and speak English fluently
- Ability to alphabetize documents

Math Skills:

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instruction furnished in written, oral or diagram form.

Other Skills, Abilities and/or Training:

- Committed to providing customer service that makes both internal and external customers feel welcome, important and appreciated
- Ability to preserve confidentiality of information
- Ability and willingness to move with purpose and a strong sense of urgency
- Ability to work weekends on a regular basis
- Ability to work extended days on an occasional basis
- Ability to work day or evening hours
- Accuracy and attention to detail
- Ability to organize and prioritize a variety of tasks/ projects
- Familiarity with industry/ technical terms and processes
- Ability to work within strict time frames and resolute deadlines
- Proficiency with the Microsoft Office Suite

Physical Demands:

- The physical demands described below are representative of those that must be met to successfully perform the essential responsibilities and duties of this job.
- Regularly required to do the following activities
 - Stand dynamically for long periods without a break
 - Perform continuous operation of a personal computer for four hours or longer
 - Use hands to finger, handle, and/or feel; the ability to type, pick, pinch with fingers, seize, hold, grasp or turn with hands and perceive attributes of objects and materials such as size, shape, temperature, or texture, by touching with fingertips
 - Maintain balance while walking, standing or crouching
 - Twist upper torso
 - Reach up and out with hands and arms
 - Lift up to ten to twenty pounds and carry a distance of one hundred feet

Terra Pharm is committed to equal employment opportunities regardless of ethnicity, race, color, religion, gender identity or expression, sexual orientation, age, marital or parental status, disability, veteran status, or other class protected by applicable law. We are proud to be an equal opportunity workplace.

This job description is property of Terra Pharm, Inc. and may not be reproduced or used without permission.

Created: 07/23/2025