

Job Title:

Patient Care Consultant

Job Overview:

Patient Care Consultants are responsible for ensuring each patient has an outstanding experience during their visit to Terra Pharm. By providing a superior level of service, they ensure patients are greeted with a smile, checked in efficiently, and have a thorough understanding of the products available to them. They must be empathetic and understanding of patients' conditions. Additionally, they will answer phones, schedule appointments, utilize multiple software platforms to manage inventory and patient reservations, manage product menus, and provide outstanding service for both inside and curbside sales.

Reports To:

Patient Care Consultants report to multiple management level positions including Team Lead, Dispensary Manager, and Pharmacist. Depending on the scheduled shift, one or more management level staff will be available to offer advice and answer questions. Performance reviews will be written and administered by the Dispensary Manager in collaboration with the Pharmacist and Team Leads.

Essential Responsibilities and Duties:

- Provide patients with an outstanding experience during their visit
- Act as the gatekeeper for the front door, only allowing in patients who present a medical marijuana card or caregiver card along with government-issued photo identification
- Review patients' medical marijuana card to validate their identity
- Check in patients into the seed-to-sale tracking system
- Facilitate paperwork completion and upload to the seed to sale tracking system.
- Input Patient information into POS system and Teams so that Pharmacist can complete certification, and a member on the sales floor may call the patient back
- Answer phones and provide basic information to patients
- Schedule patient appointments and maintain daily/weekly consult schedule
- Take patient orders via phone, if requested, and input into online reservation system
- Assist patients in choosing products from the menu based on medical needs and personal preferences
- Ensure compliance with all product restrictions based on patient certification
- Retrieve requested products from the vault and enter them into the seed-to-sale tracking system
- Accept payment for products from patients and complete sales in the seed-to-sale tracking system
- Label all products with seed-to-sale generated product labels
- Print out receipts for purchases and give them to patients along with patient safety inserts
- Assist with regular cleaning and housekeeping duties
- Assist with receipt of inventory orders from grower processors
- Assist with inventory counts and reconciliation

- Assist with end-of-day cash balance and financial reporting
- Follow all Pennsylvania Department of Health Medical Marijuana regulations
- Provide curbside sales assistance, which entails being outside in elements for periods of time. Employees must dress appropriately for the temperatures outside, in accordance with the established dress code.
- Perform product vault activities such as receiving inventory, filling orders, and organizing product
- Perform security monitor activities such as monitoring cameras and identifying threats or potential threats and report them if observed, monitor patient waiting room/lobby to ensure patients are being served in a timely manner, maintain daily operation logs
- 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, 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 instructions 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 or sit dynamically for long periods without a break
 - Perform continuous operation of a personal computer for four hours or longer
 - Work in outside elements for up to 4 hours at a time
 - Ability to walk in areas that involve stepping up or down to navigate speed humps and/or sidewalk curbs
 - 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