

**Job Title:**

Team Lead

**Job Overview:**

Team Leads are responsible for ensuring each patient has an outstanding experience during their visit to Terra Pharm. They are in a supervisory role charged with ensuring Patient Care Consultants are completing all assigned tasks in a timely manner. By providing a superior level of service, Team Leads set the example and ensure patients are greeted with a smile and provided an exceptional level of service. Team Leads must be empathetic and understanding of patients and employees. Team Leads act as an assistant to the manager and will be involved in the coaching and counseling of employees. Additionally, Team Leads should be involved with the interviewing of new employees.

**Reports To:**

The Team Lead reports to two management level positions including 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.

**Essential Responsibilities and Duties:**

- Provide all Patient Care Consultant duties and responsibilities, and;
- Provide training for all Patient Care Consultants
- Act as the employee communication lead for their location and other locations as needed.
- Develop and communicate best practices related to improving current procedures and service.
- Coordinate with Dispensary Manager and Pharmacist when needed for service or process improvements.
- Address and deliver verbal coaching for inappropriate/incorrect employee behavior or lack of procedures being followed.
- Partner with Dispensary Manager/Pharmacist and Human Resources to address inappropriate/incorrect employee behavior if verbal coaching fails to correct the situation.
- Assist with receipt of inventory orders from grower processors.
- Responsible for inventory counts and reconciliation along with the manager and pharmacist.
- Responsible for end-of-day cash balancing and financial reporting.
- Follow all Pennsylvania Department of Health Medical Marijuana regulations.
- Order store supplies as required.
- Coordinate with Patient Care Consultants to update the menu appropriately.
- Process outdated/damaged/recalled products in MJ Freeway for return to GPs.
- Other duties/responsibilities as assigned by management.

**Qualifications:**

- All Patient Care Consultant qualifications, and;

- Ability to preserve confidentiality of information.

**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:
  - Sit or stand 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 four hours at a time
  - Ability to walk in areas that involve stepping up or down to navigate speed humps and/or sidewalk curbs, or other outside elements.
  - 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.

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