



## **Sales Associate (PSA)**

Little Beach Harvest LLC (“Little Beach Harvest” or “LB”), owned by the Shinnecock Indian Nation (“Shinnecock”) established an exciting vertically integrated cannabis business on Shinnecock Territory in Southampton, NY.

### **Role Summary**

Position Title: Sales Associates  
Position Type: (1) Part –Time/ (1) Full-Time  
Base Pay: \$16.75 - \$20.00/hourly  
Reports to: Manager

### **Job Description**

The Patient Services Advocate (PSA) has a very important role as the most prominent customer-facing position in the entire company. The PSA directly impacts on the experience of our customers, providing them with education and top-notch customer service. More than cashiers, they must be able to educate and build relationships with our customers and take all necessary steps to enhance the experience of every customer. A successful PSA must be friendly, professional, responsible, and a well-spoken individual. The role requires an enthusiastic people-person that is eager to learn and passionate about cannabis. Successful PSAs must be able to multi-task in a fast-paced, high-volume, constantly changing environment while ensuring that all transactions and store relations remain compliant with all local, state, tribal regulations. The position requires constant customer interaction, problem-solving, and efficient communication in a highly regulated environment.

**Reporting Location:** Onsite Shinnecock Territory, Southampton, NY

### **RESPONSIBILITIES**

- Resolve customer conflict with a calm and professional demeanor.
- Communicate with Sales Floor Lead and Manager when product is running low so that it can be restocked accordingly.
- Work with others to create a positive environment for our patients and customers.
- Work individually and with a team supporting others to reach sales goals.
- Maintain cleanliness of parking lot, front desk, and lobby area
- Manage customer flow from the reception area to the salesfloor.
- Greeting and bid farewell to all customers that enter and exit the dispensary.
- Answer store phones and provide knowledgeable information to customers.
- Perform opening duties and end of the day side work.



- Up-sell complimentary products or promote specials.
- Educate customers about products and services. Help them navigate multiple options based on their individual needs and desires.
- Accurately process sales through our point-of-sale system and the state tracking system
- Continue education of marijuana strains, products, and the industry during downtime
- Provide knowledgeable, speedy, friendly service to all customers and patients.
- Assist in on-boarding and training of new employees.
- Communicate efficiently with management and coworkers.
- Check medical paperwork and proper identification thoroughly and accurately.
- Stay up to date on and maintain compliance with all local, state, tribal, and federal regulations.
- File and organize customer information and patient documents.
- Maintain 100% compliance with all local, state, tribal, and federal regulations in a highly regulated, constantly changing environment.
- Handle large amounts of cash without error.
- Help new customers fill out and sign medical agreements provided by the state and company ensuring all information is entered correctly and completely.
- This is not an exhaustive list of responsibilities.
- Other related tasks as necessary

## **ORGANIZATIONAL CULTURE**

- Align with the LBH/Shinnecock Nation culture as follows:
- Teach and promote spirituality, respect, responsibility, integrity, and unity to promote and ensure the health, well-being, and safety of individuals, community, and the Shinnecock Nation.
- Preserve and promote Shinnecock sovereignty and freedom of self-determination in order to advance the common good of the people and Nation.
- Restore, maintain, and foster Shinnecock Culture, values, traditions, and human rights.
- Conserve, manage, and utilize tribal lands, natural and cultural resources in a sustainably appropriate manner while balancing our economic growth and community needs.

## **SKILLS**

- Superior customer service skills
- Ability to multi-task (agile)
- Work well under pressure.
- Positive attitude and a strong work ethic
- Detail-oriented
- Ability to work individually and collaboratively.



- Strong desire to learn and accept challenges.
- Adaptable to an ever-changing industry
- Dependable, honest, and trustworthy
- Highest level of integrity and strong work ethic
- Ability to work independently and take initiative.
- Cultural sensitivity and an understanding of tribal history and values.
- Knowledge of the cannabis industry and regulatory compliance.
- Ability to work independently and collaboratively.
- Highest level of integrity and strong work ethic

## REQUIREMENTS

- Must be at least 21 years of age.
- Associate degree or bachelor's degree preferred.
- Previous experience in a high-volume, fast-paced environment preferred.
- Demonstrable experience using software for Office and POS
- Ability to work a flexible schedule including nights, holidays, and weekends.
- Previous retail experience and/or customer service experience required.
- Previous experience in a high-volume, fast-paced environment preferred.

## WORKING CONDITIONS/PHYSICAL DEMANDS

- Ability to stand or sit for extended periods of time and lift up to 25 pounds.
- Ability to balance, bend, squat, climb, kneel, crawl, twist, and work at a variety of heights.
- It is important to understand that the working conditions mentioned in this job description are not exhaustive and may be subject to change or modification. Little Beach Harvest reserves the right to revise or update the working conditions, as deemed necessary, to meet operational requirements or comply with legal obligations.

*All qualified job applicants receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. We are committed to fostering diversity and leveraging the value of diversity with equity and inclusion. Little Beach Harvest does practice Native Preference, meaning, preferential treatment in filling job vacancies is given to qualified Indian candidates in accordance with the Indian Reorganization Act of 1934 (Title 25, USC, Section 472).*