



Budtender

Pay Range: \$18/hour - \$20/hour

About Ivy Hall:

Ivy Hall is Illinois' largest independent cannabis retailer. Rooted in community and driven by hospitality, Ivy Hall offers a curated selection of high-quality products, expert education, and personalized service in welcoming, thoughtfully designed spaces where feeling good matters more than simply feeling it. Moving beyond purely transactional retail, Ivy Hall is ushering in a new wave of dispensaries that prioritize connection, comfort, and discovery—an approachable alternative to the sterile and intimidating storefronts of the past. Dedicated to excellence, equity, and inclusion, Ivy Hall proudly serves communities across Illinois.

Job Summary:

We are seeking an enthusiastic, knowledgeable, and service-driven **Budtender** to join our dynamic retail team. The Budtender plays a pivotal role in shaping each customer's experience—offering personalized product guidance, education, and hospitality in a compliant and high-energy retail environment.

The ideal candidate is approachable, detail-oriented, and eager to learn about the evolving world of cannabis. This individual thrives in a fast-paced environment, builds lasting relationships with guests, and upholds Ivy Hall's mission to make every visit both inspiring and educational.

Key Responsibilities:

- **Customer Experience & Education**
 - **Greet customers with warmth**, professionalism, and a welcoming attitude
 - Guide customers through their cannabis education journey, **tailoring recommendations** to individual preferences and experience levels
 - Build and maintain lasting relationships with returning guests, **fostering loyalty and brand trust**
- **Retail Operations**
 - **Partner with teammates** to ensure a seamless retail experience across all customer touchpoints
 - Process customer transactions accurately using the **Point of Sale (POS) system**, ensuring **compliance with all state-monitored inventory protocols**
 - Verify customer identification and assist at the front desk as needed to **ensure compliance and security**
 - Prepare and verify online orders for **accuracy prior to pick-up**
 - **Stock, merchandise, and replenish product** displays for both regulated and unregulated inventory
- **Compliance & Standards**
 - Maintain a **strong understanding of state and local cannabis regulations**; adhere strictly to all compliance requirements
 - Ensure accuracy in recordkeeping and tracking **within the state inventory system**
 - Maintain a **clean, organized, and sanitized workstation** and retail environment at all times
- **Team Collaboration & Growth**
 - Support managers and fellow budtenders as needed to **achieve store goals**
 - Participate in ongoing cannabis education and **product training sessions**
 - Contribute to a **positive, collaborative team** culture where every member shares Ivy Hall's commitment to service excellence

Key Qualities:

- Friendly, professional, and **deeply customer-focused**
- Passion for **cannabis education, wellness, and community connection**
- **Adaptable and able to thrive** in a high-volume, fast-paced retail setting
- Collaborative team player who values **communication, accountability, and integrity**
- **Self-motivated learner** committed to continuous personal and professional growth

Requirements:

- **Education & Experience:**
 - **High School Diploma or equivalent required**
 - **1–2 years of retail, hospitality, or customer-facing** experience preferred
 - **Must be 21 years** of age or older and able to register as a cannabis agent with the state
- **Technical & Physical Skills:**
 - Competent using **standard office and retail technology** (POS systems, Microsoft Word, Excel, email, etc.)
 - Ability to **lift up to 30 pounds unassisted and remain standing or walking for 5+ hours per shift**
 - Comfortable **bending, kneeling, and reaching with or without assistance**
 - **Strong attention to detail** and ability to follow operational and compliance procedures precisely
- **Knowledge & Interests:**
 - Eagerness to learn about cannabinoids, terpenes, and diverse product applications
 - Understanding of cannabis regulations or willingness to be trained on state and local laws

Physical and Mental Demands:

While performing the duties of this job, the employee is frequently required to remain in a stationary position, move and/or position oneself, communicate, operate and/or prepare, place, and position objects, tools, or controls.

- **Hearing:** Normal audio range, with or without correction
- **Vision:** Close observation and ability to adjust focus

Working Environment:

Work is performed both remotely and in a retail environment. The noise level is usually moderate. These characteristics represent those individual encounters while performing the essential functions of this role.

We are an **Equal Opportunity Employer**, and all applicants will be considered without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.