



JOB TITLE:	Front Desk Agent
LOCATION:	Redding, CA
REPORTS TO:	Office Manager
JOB TYPE:	<input type="checkbox"/> Full time <input type="checkbox"/> Part time

#### JOB DESCRIPTION

Provide excellent customer service in the front office by guiding customers and patients through the check in process, performing front office related tasks, and maintaining compliance with all state and local regulations.

#### JOB DUTIES AND RESPONSIBILITIES

- Provide excellent customer service
- Check in new and existing customers
- Guide first time visitors through the check in process
- Maintain customer volume in the budroom
- Verify age and medical status of customers as required
- Maintain confidential information in the current POS/patient portal
- Help keep the lobby/reception area clean and inviting
- Maintain basic knowledge of the products currently in stock
- Keep current with all applicable laws and regulations
- Report issues and deviations timely
- Assist in investigations as required
- Fill in for budtenders as needed



#### KNOWLEDGE, SKILLS AND EXPERIENCE:

- Exemplary customer service and verbal communication skills
- Basic computer knowledge
- Basic phone skills
- Ability to sit for long periods
- Knowledge of cannabis strains, edibles, extracts, and current products in stock
- Friendly, outgoing, trustworthy, dependable, and hardworking
- Must be at least 21 years of age and pass background check

#### KEY PERFORMANCE INDICATORS

- Customer information is current and accurate in the patient portal
- All supporting records, logs, ledgers and documentation is current and accurate
- The reception area is clean, inviting, professional, and compliant at all times