



General Manager

Wild Glow Cannabis Company (WGCC)
Watersmeet, MI 49969
Full Time

About Us

WGCC is a licensed adult-use retail dispensary in Watersmeet, MI. We offer a wide range of legal recreational cannabis products as well as cannabis smoking accessories. Our primary goal is to ensure the safety and satisfaction of our customers by providing them with locally grown and regulated recreational marijuana. We cater to adults aged 21 and above and strive to deliver the best in-store customer experience. At WGCC, we prioritize the quality of our cannabis products, offering a curated selection that is backed by education and transparency.

Job Description

The General Manager is responsible for overseeing and managing a team of employees for WGCC's cannabis retail store. This position will involve directly managing and making the store operational. We are seeking a passionate, driven, detailed oriented and collaborative General Manager to provide leadership, direction, and support, overseeing daily operations of the store, including handling the needs of all customers and hiring and developing a team of employees who are enthusiastic about delivering a best-in-class, innovative cannabis retail experience that is compliant with applicable rules and regulations. The ideal candidate has the ability to adapt to our business model and has demonstrated leadership experience, as he or she will be given significant responsibility with the launch and operation of the store while maximizing sales with a customer service focus. Previous retail experience is required.

*Note: This job description is not exhaustive, and additional duties may be assigned as needed.

Responsibilities

- Take ownership of the store and ensure efficient and profitable operation.
- Drive positive employee engagement with a focus on inclusion and diversity.
- Develop, coach, and execute excellent service standards and ensure consistent execution.
- Conduct regular staff meetings to motivate employees and keep them informed of rules, regulations, and laws.
- Actively manage inventory, recalls, and pricing to meet cost and sales targets.
- Effectively manage cash controls and financial reporting to highest standards.
- Train and schedule all staff, manage service labor, scheduling, and payroll.



- Conduct performance reviews with all team members on a consistent basis.
- Maintain awareness of cannabis and retail trends to create innovative and adaptive strategies.
- Maintain excellent facilities conducive to enhancing employee productivity.
- Work with the LVD CRA to meet all regulatory requirements and ensure compliance.
- Promote open feedback from all team members and address any concerns immediately.
- Responsible for opening and closing of the dispensary.
- Maintain quality customer service and handle inquiries and complaints.
- Participate in ongoing education and professional development opportunities.
- Maintain a positive attitude that promotes teamwork.
- Must participate in training as needed
- Perform additional duties as needed.

Education/Qualifications/Skills:

- High School Diploma or equivalent
- Bachelor's Degree preferred
- Must be at least 21 years of age.
- Proven experience in retail management, preferably in the cannabis industry.
- Demonstrated skills in people management and development.
- Strong customer service expertise, including supervising retail associates and experience in handling invoices and cash.
- Possess professionalism, punctuality, trustworthiness, and excellent interpersonal and communication skills.
- Proficiency with various business technologies, hardware, and software, including HR systems for timesheet management, time clocks, POS systems, and the Microsoft Office suite, is expected.
- Ability to address complex issues and allocate time to execute multiple tasks and changing priorities.
- Must submit to a background check

Physical and Environmental Requirements:

- Ability to work 7 days per week including holidays, days, nights, and weekends
- Ability to perform the following physical tasks: sitting, standing, stooping, stretching, walking, bending, twisting, reaching, performing repetitive motions, and carrying boxes.
- Ability to lift up to 25 lbs. or more multiple times per day
- At any time any changes can and will take effect as business needs change. Please be advised that this is subject to change and responsibilities and roles can also change.