

City of Grand Rapids Job Description

Job Title: Cannabis Dispensary Manager
Department: Cannabis Department
Reports to: City Administrator
FLSA Status: Exempt
Approved By: City Council
Approved Date: May 26, 2026

Summary

Serves as the Cannabis Dispensary Manager. Responsible for coordinating and supervising the daily operations of the cannabis store, including store operations, sales, physical plant, and personnel. Work is performed under the moderate supervision of the City Administrator.

Essential Duties and Responsibilities

The duties listed include the following and are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to that position. Other duties may be assigned.

1. Oversee daily operations: inventory management, cash handling, shift coverage, and ensuring service excellence.
2. Perform inventory management functions.
 - Product ordering, determine which products and brands to carry based on sales history and trends and maintains adequate inventory levels.
 - Monitoring the inventory of cannabis product.
 - Sets pricing to ensure profitability.
3. Perform retail operations.
 - Operate and maintain the POS System.
 - Reconcile sales to receipts, prepare bank statements, and submit daily cash and sales records.
 - Assure completion of all transactions and the proper control of all cash and media according to cannabis policies and procedures.
 - Reviews and authorizes all vendor requests for disbursement.
 - Reviews all daily, weekly, and monthly financial and inventory reports.
4. Train and educate customer service staff, salespeople ("Budtenders"), and security staff. Monitor the activities of employees, to ensure a safe and secure work environment.
5. Plan and order merchandise so as to maintain a balanced stock and product layout to meet customer needs.
6. Coordinate monthly ads, proof and approve. Maintain stores Facebook page. Select and proof items for online advertising.

7. Provide employee orientation through discussions on product knowledge, by setting an example on how to sell products to the customer, and by providing training and guidance on all policies and procedures.
8. Responsible for product placements, case displays, and security of product according to internal policies and State regulatory laws.
9. Performs other duties and responsibilities as assigned.

POSITION EXPECTATIONS/REQUIREMENTS:

1. Keep informed on industry practices and improved merchandising techniques and apply knowledge to operation of municipal cannabis dispensary store(s) in Grand Rapids.
2. Keep informed of market conditions to purchase merchandise at favorable prices.
3. Monitor and ensure compliance with city ordinances, relevant statutes, and state regulations regarding the sale of cannabis. Operate in full compliance with local, state, and federal laws. Maintain all required licenses, permits, and reporting requirements.
4. Maintain strong product knowledge of store inventory to assist and advise customers in selection of various forms of flower, edible products, etc. Communicate directly with customers to recommend products and answer questions.
5. Maintain cleanliness, customer convenience and proper traffic flow, assuring proper display placement and shelf sets.
6. Responsible for proper store opening and closing procedures.
7. Tabulate monthly merchandise purchases, report monthly sales figures to Director of Finance as directed, generate monthly sales and inventory reports for Finance Department.
8. Assists with checkouts, stocking, etc. as needed.
9. Attend staff meetings, training, and safety meetings as directed.
10. Address customer requests and ensure complaints are handled in a friendly, competent manner. Ensure a safe and secure environment. Manage problem situations including attempted purchase of product by minors, potential shoplifting problems, etc.
11. Assists in developing an operating plan and budget that projects revenues, expenses, and profits along with capital expenditures.
12. Must exercise initiative, discretion and independent use of judgment over matters of non-significance.
13. Must be able to work scheduled hours, weekends, holidays and callouts as required. Store hours are not yet determined. Hours worked will be varied and will be determined by job requirements and responsibilities.
14. Must be able to work with minimal supervision, independently and confidentially.
15. Must be able to multi-task, prioritize, have strong communication skills and be a self-starter.
16. Proficient use of Microsoft Word, Excel, Outlook and Adobe Acrobat.

17. Creates a favorable image of the City in contacts with the public, elected officials and other organizations.
18. Keep City Administrator informed of any development, which he/she will need to know to function effectively.
19. Keeps store in compliance with all governmental regulations.
20. Performs other duties and assumes other responsibilities as apparent and/or as assigned.

RESPONSIBILITY FOR WORK OF OTHERS:

Supervises: FT and PT Cannabis Dispensary Clerks and contracted Security Personnel.

EDUCATION/EXPERIENCE PREREQUISITE(S):

1. High School Diploma or equivalent.
2. Ganjier Product Specialist Certification, or ability to obtain certification within 6 months of hiring.
3. Three (3) years employment experience in the cannabis industry.
4. Two (2) years direct supervisory experience of three or more employees.
5. Ability to obtain (or already possess, if applicable):
 - Minnesota Cannabis Worker Registration / License (as required by OCM)
 - Eligibility to work in a licensed cannabis facility
6. Knowledge and experience in promoting and selling cannabis products.

OTHER PREREQUISITES:

Specific Qualifier/Test(s):

- Pre-employment drug screen prior to starting employment.
- Able to meet standard background and criminal check.
- Valid and unrestricted Driver's License and satisfactory driving record.
- Ability to lift up to 50 lbs, with or without accommodation.

Knowledge, Skills, Abilities and Competencies Required

The requirements listed below are representative of the knowledge, skill, ability and/or competency sets required to complete the essential functions at a satisfactory level.

- Knowledge of cannabis laws, regulations, and compliance requirements
- Strong leadership, supervision, and team development skills
- Experience with inventory systems and POS platforms
- Financial management and reporting skills
- Ability to interpret and apply laws, regulations, and policies
- Strong communication and conflict resolution skills
- Ability to maintain confidentiality and exercise sound judgment

Physical Demands

The physical demands described below are representative of those that must be met to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions. Frequent standing and walking for extended periods (often up to 8 hours per shift). Occasional sitting for administrative tasks. Frequent movement throughout the retail floor, storage areas, and office spaces. Ability to bend, stoop, kneel, crouch, and reach as needed. Frequent use of hands for handling products and packaging. Operating POS systems, computers, and tablets. Counting cash and inventory. Ability to grasp, handle, and manipulate small items (e.g., cannabis products, labels). Ability to regularly lift and carry 20–25 pounds. Occasionally lift up to 30–50 pounds (inventory shipments, storage boxes). Ability to carry items short distances (e.g., stockroom to sales floor). Close vision for reading labels, screens, and compliance documentation. Ability to distinguish colors (important for product labeling and packaging). Peripheral vision and depth perception for safe movement in retail/storage areas. Ability to work in a retail environment with moderate noise and customer traffic. May require long shifts, including evenings, weekends, and holidays. Ability to handle high-paced, sometimes stressful situations while remaining physically present and active. Additional physical tasks include climbing ladders or step stools to access inventory or displays, maintaining balance while reaching or stocking items, continuous use of computers for reporting, scheduling, and compliance tracking.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and physical ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

JOB DESCRIPTION ACKNOWLEDGMENT FORM

I acknowledge that I have received and reviewed the job description for the position of Cannabis Dispensary Manager listed above. I understand that this job description outlines the general duties, responsibilities, and physical requirements of my position.

I understand that:

- The job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.
- Duties and responsibilities may be added, removed, or modified at the discretion of the employer to meet operational needs, in accordance with applicable laws.
- I am expected to perform the essential functions of this position, with or without reasonable accommodation, consistent with applicable law.
- I have had the opportunity to ask questions regarding the contents of this job description.

I understand that this acknowledgement does not constitute a contract of employment and does not alter my employment status. I further understand that this job description is to be used as a guide and that I will be responsible for performing other duties as assigned.

Employee Signature

Date

Employee Name (Printed)