

**POSITION TITLE: Customer Service**

Employment Type (FT,PT,Contract): FT/PT

Rate of Pay:

Job Location: Hamilton Area

Hours of Work: Flexible

Start Date: December 1st

Application Deadline: October 14, 2019

**COMPANY NAME: mihi cannabis**

Street Address: 219 Dufferin St

Phone: 7057612992

Fax:

Email: amanda.blodgett@mihicannais.ca

Website: www.mihicannabis.ca

**General Description of Duties:**

**the mission:**

at mīhī, we're passionate about inspiring people to live life to the fullest. play hard, laugh loud and never settle. with that philosophy in mind, we're looking for a not-your-average guide for our retail store. after all, we're not selling designer shoes or corporate ties. we're building canada's most customer-focused cannabis retail experience.

**what you'll do:**

honouring mīhī's commitment to inspire guests to never settle for less than living life fully, the guide ensures a welcoming place where people can discover the role cannabis plays in their lives. that special person who never settles for giving your customers anything less than the care, service and guidance they deserve. additional responsibilities of the guide include:

- being the face of mīhī and make our guests feel welcome and comfortable
- guiding guests by sharing knowledge and passion for cannabis
- improving cannabis knowledge by being constantly curious and participating in education on new products, strains, consumption methods, and industry trends in order to provide the highest level of individualized service and experience to guests

- promoting a work environment that is positive, inclusive, and put our guests at the center of everything we do
- assisting with store maintenance including stocking shelves, merchandising, and tidying
- using digital technology as a sales aid and process customer sales transactions with POS machine, including returns and exchanges as permitted
- supporting store opening and closing duties
- participating in inventory management and loss prevention duties and best practices
- assisting with back of house duties including picking and packing of cannabis products
- following all company policies, procedures and applicable government legislation
- other duties as required

**Skills and Experience Required:**

**who you are:**

**you understand the best customer experience is about making meaningful connections with guests. warm, caring and always receptive, you believe the world is full of friends you haven't met yet. you're a humble master—you command a vast knowledge of cannabis products but don't need to show it off. you take respect, honesty and integrity seriously but know fun is the real secret of life. you also have:**

- minimum 1-year of retail experience
- passion, curiosity, enthusiasm or experience with cannabis products
- exceptional communication and active listening skills
- age of 19 +
- flexible schedule with ability to work weekends
- comfortable standing for long periods of time and ability to lift 5-30lbs on an occasional basis
- ability to complete an enhanced criminal background check

**How to Apply:**

**[www.mihicannabis.ca](http://www.mihicannabis.ca)**

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