



## **Job description for Patient Care Specialist/Driver**

**MUST BE FULLY VACCINATED, AND AT LEAST ONE BOOSTER**

**MUST BE A MINIMUM OF 21 YEARS OF AGE**

### **Role Overview:**

The Patient Care Specialist (PCS)/Delivery Driver is the ultimate Anacostia Organics brand ambassador. The PCS greets and checks in patients and must have immense knowledge of cannabis products for excellent patient service. The PCS will be able to educate patients and guide them through the process.

### **Major Areas of Responsibilities:**

- Acts as the first impression member of Anacostia Organics.
- Checks-in patients into the POS system, verifying credentials and assisting new patients in registering with Anacostia Organics.
- Oversees the queuing process.
- Ensures the smooth, efficient, and fast flow of patients through the Lobby upon entry and exit.
- Oversees the order pick-up process.
- Assists patients with in-store procedures and in-store online ordering.
- Informs customers about new products and services.
- Possesses expert knowledge in cannabis and cannabis digestive methods.
- Reviews METRC/LeafLogix quotas and notes on patient profiles.
- Answers phones, retrieves, and responds to voicemails and email inquiries.
- Must have a privately owned car for medical cannabis delivery and must have three years of no traffic violations.
- Creates a warm, empathetic, and welcoming environment in keeping up with Anacostia Organics' values.

### **Primary Objective:**

- To provide excellent service and knowledge of cannabis to patients in the dispensary in a professional and caring manner.

### **Required Knowledge, Skills, and Abilities**

- Bachelor's Degree preferred, or a minimum of 2 years of college or higher education.
- Must have **retail and/or customer service experience**, minimum of 3 years.

- **Must have the desire to grow with the company.**
- Must be detail-oriented, punctual, and possess excellent organizational and management skills.
- Experience in the medical cannabis industry and familiarity with the medicinal benefits of cannabis preferred.
- Demonstrates patience and passion for medical cannabis patients.
- Highly proficient at leveraging technology.
- Ability to research and study product information.
- Experienced in complex, fast-paced environments.
- Must possess the ability to cultivate meaningful relationships.
- A warm, kind, and caring attitude and a quick learner.
- Solid business acumen, management reporting, and problem-solving skills.
- DC residency, preferred.
- Must be willing to have a background check.
- Must be willing to work some weekends and holidays.
- Job Type: Full-time
- Pay: From \$18.00 per hour plus extra compensation when delivering