



*we're looking for an assistant lead that never settles*

<b><i>job title</i></b>	<b><i>assistant store leader</i></b>
<b><i>reports to</i></b>	<b><i>store leader</i></b>
<b><i>location</i></b>	<b><i>1370 south service road, stoney creek</i></b>

**the mission:**

at mihi, 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 are looking for a not-your-average assistant store leader for our retail store. after all, we are not selling designer shoes or corporate ties. we are building canada's most customer-focused cannabis retail experience.

**what you'll do:**

honouring mihi's commitment to inspire guests to never settle for less than living life fully, the assistant store lead 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 assistant store lead include:

people

- model and promote mihi's brand philosophy, vision and core values
- assist in attracting, onboarding, leading, managing, and retaining top talent
- support culture & engagement efforts to ensure team member experiences are positive, inclusive and fun
- inspire and motivate team members by demonstrating exceptional customer service, guest education and consultative selling skills
- answer escalated customer inquiries or concerns in a quick, efficient and friendly manner

product

- participate in ongoing education on new products, strains, consumption methods, and industry trends in order to provide the highest level of service and experience to guests and team members
- facilitate merchandising tasks including floor sets and Plan-o-Gram's (POG) to ensure effective and efficient execution
- Ensure timely and accurate POS, pricing, and promotion updates

operations

- ensure effective scheduling and accurate time and attendance records for all team members
- instill high standards of integrity and compliance through enforcement of company policies, procedures, and applicable government legislation
- manage store opening and closing duties
- ensure a neat, clean, and organized total store environment





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- lead inventory management and loss prevention efforts by adhering to procedures for theft and operational controls
- manage the weekly inventory cycle counts
- participate in conference calls and team meetings
- manage cash handling and ensure bank deposits are completed accurately and on time
- manage store supply ordering and employee expense claims
- other duties as required including responsibilities associated with the store guide role

**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. and you take respect, honesty and integrity seriously but know fun is the real secret of life. you are outgoing, fun and have:

- 2+ years retail management experience
- proficient with MS Office, POS, and inventory management systems
- passion, curiosity, enthusiasm or experience with cannabis products
- exceptional leadership, communication, delegation and customer service skills
- age of 19 +
- degree or diploma in business, retail, or related field considered a strong asset
- availability to work a variety of hours including mornings, evenings, and 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

diversity and inclusion are essential. mihi is an equal opportunity employer and will endeavour to accommodate potential applicants with disabilities or accommodation requirements. we thank all applicants for their interest, however, only those candidates selected for an interview will be contacted.

