

## Alternative Therapies Group, Inc

### Job Description

<b>Job Title:</b> Patient Provisioning Specialist
<b>Department:</b> Dispensary Facility
<b>Reports to:</b> Dispensary Manager

### **Overview:**

The Patient Provisioning Specialist will assist the RMD Team Lead, Assistant Manager and Dispensary Manager with patient intake processes as well as point of sale transaction input. The Patient Provisioning Specialist will help to ensure that patient care standards are met and superb customer service skills are used consistently. This is a part-time position (20-30 hours per week), which could grow into full-time hours for the right person. Compensation is \$15/hour.

### **Key Duties and Responsibilities:**

- Uses the Point of Service system to ensure all relevant information is recorded and tracked accurately.
- Maintain absolute confidentiality at all times.
- Ensuring standards of quality, customer service and health and safety are met.
- Responding to customer complaints and comments by following the proper chain of command.
- Updating the RMD Team Lead on business performance, new initiatives and other pertinent issues.
- Interacting with customers and identifying and assist in resolving urgent issues.
- Completion of orders and patient intake procedures.
- Assistance with product packaging, inventory management, inventory security, and cash security.

### **Employment Requirements:**

- Valid driver's license, proof of insurance, and reliable transportation
- Must be 21 years of age
- Courteous manner with patients and fellow staff members.
- Strong interpersonal skills/team player.

- Ability to manage time and effectively prioritize.
- Meticulous attention to detail.
- Must be professional and customer service oriented.
- Flexibility and ability to adapt quickly to business needs.
- Must be comfortable with a high level of responsibility.
- Must submit to a full background check.
- Ideally has knowledge of strains, genetics, edibles, and methods of ingestion.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required for the position. The Company retains the discretion to add or change duties of this position at any time.

Alternative Therapies Group is an Equal Opportunity Employer.