Middletown Rancheria
of Pomo Indians of California

JOB DESCRIPTION & DUTIES

Position: Smoke Shop Attendant
Supervisor: Smoke Shop Manager
Salary: $18 hr. Non Exempt
Shift: Full-Time, Day/Nights, Weekends and Holidays a must

Position Overview:

We are seeking a friendly and motivated Smoke Shop Attendant to join our team. The ideal candidate will have a passion for customer service, a keen interest in smoking products, and a strong ability to maintain a clean and organized shop. As a Smoke Shop Attendant, you will be responsible for assisting customers, managing inventory, and ensuring a pleasant shopping experience.

Key Responsibilities:

Customer Service: Greet customers, provide information about products, and assist with selection based on their needs. Offer recommendations and answer questions to ensure a positive shopping experience.

Sales Transactions: Process sales transactions accurately using the point-of-sale (POS) system. Handle cash, credit, and debit card transactions with attention to detail.

Product Knowledge: Maintain a thorough understanding of the products we offer, including tobacco products, vaporizers, pipes, and accessories. Stay informed about new products and industry trends.

Inventory Management: Monitor inventory levels, restock shelves, and ensure that products are properly displayed. Conduct regular inventory checks and assist with ordering as needed.

Store Maintenance: Keep the store clean, organized, and visually appealing. Perform routine cleaning tasks, including dusting, vacuuming, and sanitizing surfaces.

Compliance: Adhere to all legal and company policies regarding the sale of tobacco and smoking products. Verify customer age and ensure compliance with relevant regulations.

Customer Relations: Address and resolve any customer complaints or issues in a professional and courteous manner. Build and maintain positive relationships with customers.

Communication & Reporting: Collect and document all customer inquiries, feedback, and product requests throughout each shift. Compile into a daily correspondence for management.

Run closing shift reports and close out drawer.

Qualifications:

MUST BE 21 YEARS OF AGE TO COMPLY WITH LEGAL REGULATIONS

- High school diploma or equivalent.
- Previous retail or customer service experience preferred.
- Basic knowledge of smoking products and accessories is a plus.
- Strong communication and interpersonal skills.
- Ability to handle cash and operate a POS system.
- Basic computer literacy and comfort using digital communication tool.
- Reliable and punctual with a strong work ethic.

Working Conditions:

- Ability to work flexible hours, including evenings and weekends.
- Stand for extended periods and lift up to 40 pounds as required.
- Fast-paced retail environment.

CONDITIONS OF EMPLOYMENT:

- Employee will have a ninety day probationary period
- Confidentially a must
- Must pass background investigation & pre-employment Drug Screen
- Pass any workplace drug test administered at will by the Tribal Council
- Preference will be given to qualified Native Americans, pursuant to section 7(b) of Public Law 93-638.

I have read and understand the Job Description of the Tribal Smoke Shop Attendant position.

_____ _____

Employee Date

_____ _____

Tribal Council Date