

First State Compassion Job Description
Patient Advisor/Patient Orientation Specialist
Dispensary

STATUS: Full-Time Hourly Non-Exempt
LOCATION: Wilmington, DE

JOB SUMMARY:

The Patient Advisor (PA) is the second point of contact in the dispensary. They will be mainly consulting with patients on a one-to-one basis. The PA will be responsible for maintaining knowledge on all varieties of medicine and be able to assist patients requiring information and recommendation on all items available. The Patient Orientation Specialist (PO) greets and registers patients, confirms status in a program for patients, provides overview and orientation materials to patients.

REQUIRED SKILLS AND ABILITIES:

- Good communication skills.
- Ability to adapt to an environment that is ever-changing.
- Ability to adhere to and follow strict policies, SOP's, and guidelines.
- Must have a positive attitude.
- Must be goal-oriented.
- Must possess the ability to work well in a team setting.
- Must be punctual and reliable.
- Must possess problem-solving skills.
- Must be able to have a calm & pleasant demeanor towards all individuals.
- Must be open to accepting other roles and/or jobs assigned.
- Have the ability to dispense medicine efficiently and accurately.
- Be able to communicate their personal knowledge of medicinal effects of cannabis to others, clearly and enthusiastically.
- Possess the ability to communicate effectively in all situations with other associates and patients.
- Be open to learning about news, literature, or legal progress on cannabis.
- Be present for training sessions on new items, or research on products.
- Keep up with the pace of new strains and concentrates, new products, prices, and the other variable elements of the dispensary.

EDUCATION AND EXPERIENCE:

- High School diploma or equivalent required. Degree or experience in a similar and/or related field is preferred.