Education Centre Supervisor (Full Time)

Location: Edmonton, Alberta

Company/Division Overview

Natural Health Services (NHS) is a wholly-owned subsidiary of Sunniva Inc., a vertically integrated medical cannabis company in the world’s two largest cannabis markets in Canada and California. NHS owns and operates a network of medical clinics in Canada specializing in medical cannabis under Access to Cannabis for Medical Purposes Regulations (ACMPR). NHS connects patients with safe and effective medical cannabis products through licensed producers, with specialized in-house physicians to provide expert consultation, education, and recommendations to improve quality of life for all patients. NHS’ leading edge proprietary technology efficiently connects physicians, patients, and licensed producers to comply with the rules of Health Canada.

NHS values compassion, learning, teamwork, innovation, creativity, and having fun, while maintaining the integrity of the company. If you strive towards these values, and thrive in a changing environment, you will contribute to our commitment to patient care as an overall success.

The Role

The Education Centre Supervisor is responsible for the daily running and management of the Education Centre through the effective use of resources with responsibility for meeting, and setting, department targets as well as planning areas of improvement or development.

Key Responsibilities

- Welcome patients as they enter the Education Centre
- Contributes to patient care and retention
- Improves efficiency
- Supervise staff members
- Manage break schedules - Scheduling accuracy by correlating to clinic schedule
- Organize education evenings with topics
- Liaise with Licensed Producers and develop strong relations with them
- Liaises between the Education Centre and management
- Monitors security: opening/closing, camera process, bank deposits
- Ensures Education Centre is following company procedures and policies
- Assist with any patient escalations that may occur
- Educates patients on cannabis (preparation, ingestion, dosing)
- Educates patients on the different Licensed Producers available
- Contributes to revenue growth by tracking sales targets
- Contributes to team effort by accomplishing related results as needed.
- Managing the daily running of the education centre;
● Planning and developing staff, recruiting, and liaising with HR staff;
● Reviewing the performance of staff, identifying training needs and planning training sessions;
● Run daily operations, coach employees, maintain quality control and ensure services are fulfilling patient needs

Qualifications and Experience

● Excellent Customer Service
● Professional phone etiquette
● Able to communicate simply and efficiently
● Able to adapt to different circumstances
● Good analytical skills in terms of recognizing problems and making decisions
● Enjoys working as part of a team or on an individual basis
● Exceptional at multitasking
● Proficient Problem Solving skills
● Passion for the industry
● Exceptional listening skills
● Adaptable
● Great customer service
● Product knowledge an asset
● Great verbal communication

NHS offers a competitive salary and benefits package.

Apply Today

Interested applicants, please submit a cover letter and resume in confidence to resumes@naturalhealthservices.ca referencing Position Title in the subject line.

This position will be open until filled. We thank you for your interest in joining our team however, only those applicants considered for the position will be contacted.

Successful candidates with access to patients and/or patient information will require a criminal record check with vulnerable sector.

For more information on Natural Health Services please visit our website at www.naturalhealthservices.ca.