



Integrating Traditions for Wellness

TCM Practitioner Liaison & Pharmacy Technician

Position reports to CEO

20-24 hours weekly

Wage: \$/hourly. First review in 3 months.

This position will consist of a minimum of sixteen (16) hours a week focused on practitioner engagement and outreach distributed over no less than 2 days. The remaining hours will be pharmacy technician shifts of a six to eight (6-8) hour duration each shift. This position requires the ability to multitask, work quickly and efficiently..

TCM Practitioner Liaison

Primary Responsibilities:

This role intersects with plants, colleagues and customers, existing and potential, to support the utilization and sales of TCM related goods and services that are offered by Five Flavors Herbs. This role involves direct communication with individuals and time on the phone and computer.

- Direct outreach via phone and email to educate practitioners about goods and services offered by Five Flavors Herbs. Use CRM software to track outreach and marketing progress and outcomes.
- Collaborate on digital media related to TCM products and geared towards TCM practitioners and students. Duties include:
 - Collaborate with leadership on the marketing calendar and initiatives such as sales, promotions, classes & events, new product launches, etc.
 - Do direct outreach to community partners i.e. TCM schools, vendor partners, organizations, and institutions.
 - Engage with TCM colleagues and contact on social media (LinkedIn, Facebook, IG)
- Collaborate with leadership to curate and market educational offerings for TCM community, staff, and community related to Chinese medicine. Duties include:
 - C.E.U. registration and coordinating distribution of certificates after courses are completed
 - Communications with educators, hosts, and students via email.
 - Manage Eventbrite listings for events
 - Helping with class logistics, and arranging for relevant setup, cleanup, staffing for TCM-related events

Pharmacy Technician

Primary Responsibilities:

This role intersects working with plants and supporting people, providing administrative support and excellent customer service while attending carefully to the details of filling herbal prescriptions. Some lifting and physical activity required.

Responsibilities & Tasks

- Customer service: Communicating with practitioners and their patients about our dispensary system and offerings
- Filling custom compounds in tincture-and granule forms (involves pouring from bottles that weigh up to 3 lbs each)
- Support customers and staff with TCM specific questions.
- Ordering, receiving and entering TCM inventory including tinctures & granules
- Using our online pharmacy system to complete customer orders
- Troubleshooting with practitioners that are using our online pharmacy system
- Office tasks: answering the phone, taking messages, filing paperwork, managing the email inbox,
- Cleaning and organizing the space with the team
- Shipping orders

Required Skills

- Excellent written and verbal communication including skilled telephone communication
- TCM education, Master's Degree or equivalent or higher
- Basic knowledge of TCM, Western Herbalism and natural health including familiarity with botanical terms, Latin nomenclature, and pin yin
- Ability to train in the range of Five Flavors Herbs goods and services and communicate effectively about them using DSHEA-friendly language where needed.
- Strong computer skills and proficient in Google applications and Microsoft applications
- Basic mathematics including unit conversions and algebra
- Operating POS system, over the phone ordering and shipping orders.
- Basic social media engagement skills

Preferred Skills

- Clinical herbal experience.
- Herbal pharmacy experience
- Sales and outreach experience
- Bachelor's degree
- College-level coursework in chemistry, general biology, botany, anatomy & physiology
- SEO, web and graphic design experience are a plus

Five Flavors Herbs is an Equal Opportunity workplace.