

***Cannabis Control Commission  
Job Description***

**Department:** Administration

**Reports to:** Chief of Investigations and Enforcement

**Job Title:** Director of Licensing

**FLSA Status:** Exempt

**I. PURPOSE OF THE JOB**

- Under the direction of the Chief of Investigations and Enforcement, manages the Commission's licensing division to ensure implementation of a safely regulated adult use marijuana industry that creates entrepreneurial and employment opportunities and incremental tax revenues in and to communities across Massachusetts.
- The Director of Licensing will fulfill the critical and challenging responsibility of certifying that license applicants are qualified and competent to operate an adult use Marijuana Establishment in the Commonwealth consistent with the applicable statutes and regulations established by the Commission. This role will oversee all aspects of licensing Marijuana Establishments and vetting Marijuana Establishment Agents for registration with the Commission. Marijuana Establishments shall include, but may not be limited to, cultivation, manufacturing, retail and transportation operations.

**II. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Overseeing the Licensing Division so as to foster the principles of the Commission's mission statement;
- Establishing performance standards for staff to ensure organizational success and encourage professional growth;
- Managing the Commission's electronic licensing system and serving as a liaison to system vendors, in collaboration with the Chief of Investigations and Enforcement, the Executive Director and other Commission staff;
- Evaluating or overseeing the evaluation of all applications for licensure submitted to the Commission to ensure the accuracy and sufficiency of all information submitted to the Commission;
- Certifying the licensing of Marijuana Establishments and registration of Marijuana Establishment Agents and issuing applicable documentation of proof;
- Deploying and/or participating in investigations, inspections, enforcement and education actions to ensure Marijuana Establishments are in compliance with applicable laws, regulations and policies;
- Minimizing bias in the application process;
- Enforcing the collection of licensing fees and timely reporting of the same;
- Overseeing the training of licensing personnel and working with stakeholder groups to understand the licensing, compliance and enforcement processes;
- Developing training materials and programs for investigators, Commission staff and external constituencies;
- Tracking and recording performance metrics to ensure applications are processed efficiently and offering solutions to improve service delivery;
- Assisting the Executive Director and Chief of Investigations and Enforcement in responding to inquiries about licensing, investigations and enforcement;

- Helping to resolve licensing and/or licensing technology issues as needed;
- Developing policies and proposing revisions to comply with legislative and regulatory changes;
- Representing the Commission effectively in interactions with Marijuana Establishment applicants, licensees and registrants; municipalities; and the public and performing outreach as necessary to strengthen the relationship between the Commission and stakeholders; and
- Representing the Licensing Division at meetings, when necessary.

### III. **OTHER DUTIES AND RESPONSIBILITIES**

- Ensuring that the licensing operation is maintained within the Commission's budget, and working with vendors to ensure service is delivered efficiently and cost effectively;
- Supporting the Commission in managing the Licensing Division to ensure all statutory deadlines are met;
- Keeping the Executive Director, Chief of Investigations and Enforcement, General Counsel and Commissioners informed about licensing and/or regulatory changes in other states;
- Performing related duties as assigned.

### IV. **KNOWLEDGE AND SKILLS**

- Bachelor's Degree in business administration or a related field from an accredited institution of higher education required; advanced degree preferred;
- At least 5 years' experience in project/operations management, business administration, public administration, performance improvement, or a related field;
- Experience with licensing processes;
- Experience managing a team of employees;
- Knowledge of Commission's mission, standards and goals;
- Experience building cultural competence among a team;
- Excellent communication and management skills with careful attention to detail;
- Experience providing service to customers or constituents;
- Expert computer (i.e. Word, Excel, Access) skills and background using electronic licensing systems;
- Strong organizational and analytical skills, and ability to manage competing projects at the same time;
- Comfortable working independently, as well as with teams; and
- Experience working with people from diverse cultural and ethnic backgrounds.