

**Title: QA/QC Customer Service Lab Technician**

**Date Last Modified: April 2012**

<b>Department:</b>	Manufacturing	<b>Classification:</b>	Non-Exempt
<b>Supervisor:</b>	Manufacturing Manager	<b>Grade:</b>	F
<b>Status:</b>	Regular, Full Time	<b>EEO Group:</b>	X

**Position Objective:**

The Customer Service QA/QC Technician is directly responsible and accountable for testing customer's returned product, plant, and soil samples for the presence of T22/G41. They are responsible for generating quality assurance data in a timely manner and to deliver such data to the technical sales representative responsible for that particular customer. They are also responsible for other QA/QC testing at various stages of T22/G41 production. They are responsible for generating quality control data in a timely manner and delivering such data to the manufacturing manager. The technician will discuss with the manufacturing manager any anomalies in the data and determine relevant courses of action. They will also be involved in testing new optimization methods as well as initiating relevant experiments. Along with their core responsibilities they will also participate in developing, supporting and accomplishing the departmental/company operating activities, along with primary and secondary goals of the company.

**Essential Functions and Responsibilities:**

- Maintain a positive work atmosphere by acting and communicating in a manner that promotes cooperation with customers, collaborators, vendors, co-workers and management.
- Learn and follow all established protocols and experimental procedures
- Prepare and assay customer samples
- Sample and test VSC's, CFU's, and contamination levels at various stages of T22 production
- Generate reports on QA and QC testing
- Working with supervisor, initiate optimization experiments
- Collect and summarize experimental data; when appropriate, make recommendations to supervisor
- Regular lab maintenance
  - Preparing media, cleaning glassware, equipment, dilution tubes, lab cleaning
- Maintain accurate records of procedures and experimental results
- Maintain and calibrate laboratory equipment
- Perform other duties as required by supervisor
- Primary backup to QA/QC Technician
- QA/QC and maintaining inventory on Nemashield
- Packaging/ labeling products
- Primary backup to PD lab technicians
  - Regulatory GH maintenance, compatibility studies, population studies, storage studies, etc.
- As a team player, may to need assist production team in the course of their work from time to time.

**Essential Qualifications, Education, Experience, Skills:**

- Education – Bachelor of Science degree.
- Experience – 1-5 years in comparable position of responsibility.
- Complexity of Work & Decision Making – Non-routine but related duties requiring judgment. Making decisions guided by policies and precedent.
- Accountability – Objectives defined, most of how job is done is defined. Finished work not regularly reviewed.

- Consequence of Errors – Errors may be detectable; significant if not. Effect confined within company.
- Customer Interactions – Contact with various levels +/- departments. Improper handling may affect results.
- Supervision Provided – No supervision or development over any employees.
- Environment & Use of Equipment Machinery – Normal conditions with occasional exposure. Moderately complex equipment. Basic OTJ training.
- Dependable, Productive, High Quality, Proper Attitude.
- Team player.
- Demonstrated expertise and proficiency with basic office computer software, e.g. word processing, excel spreadsheets and email. Ability to train others.
- Ability to learn and to follow directions.
- Ability to work well with peers and supervise personnel.
- Good verbal and written communication skills.
- Ability to operate and train personnel in the proper use of lab equipment

#### **Essential Company Values:**

- Integrity/Open & Honest
- Accountability & Responsibility
- Courage
- Communication
- Generosity

#### **Physical Demands:**

- Ability to lift 50 pounds, 10 lbs. repetitively.
- Stamina/endurance to perform physical functions of job throughout the day.
- May require flexibility in scheduling to satisfy customers.

#### **Working Environment:**

- The employee is not regularly exposed to work near moving mechanical parts.
- The employee is not regularly exposed to dusty conditions.
- The employee is not regularly exposed to varying temperature levels.
- The employee is not regularly exposed to high noise environments.
- Employee can pass the requirements for use of required respiratory devices.

**PHYSICAL ACTIVITY CHART – MANUFACTURING MANAGER**

<b>ACTIVITY</b>	<b>OCCASIONALLY REQUIRED</b>	<b>FREQUENTLY REQUIRED</b>	<b>JOB RESPONSIBILITIES that require physical demands checked</b>
Standing		X	Lab areas
Walking		X	Lab area, Manufacturing floor & shipping/receiving areas
Sitting		X	Lab areas
Lifting		X	Lab area, Manufacturing floor & shipping/receiving areas
Carrying		X	Lab area, Manufacturing floor & shipping/receiving areas
Pushing		X	Lab area, Manufacturing floor & shipping/receiving areas
Pulling		X	Lab area, Manufacturing floor & shipping/receiving areas
Climbing		X	Lab area, Manufacturing floor & shipping/receiving areas
Balancing		X	Lab area, Manufacturing floor & shipping/receiving areas
Stooping	X		Lab area, Manufacturing floor & shipping/receiving areas
Kneeling	X		Lab area, Manufacturing floor & shipping/receiving areas
Crouching	X		Lab area, Manufacturing floor & shipping/receiving areas
Crawling			
Reaching		X	Lab area, Manufacturing floor & shipping/receiving areas
Handling		X	Lab area, Manufacturing floor & shipping/receiving areas
Feeling			
Speaking		X	Communications with employees, vendors & customers
Hearing		X	Communications with employees, vendors & customers
Seeing		X	Computer work; purchasing, inventory, shipping paperwork
Depth Perception		X	
Repetitive Motion		X	Support for manufacturing operations; computer keying