



## POSITION DESCRIPTION

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**POSITION TITLE:** Quality Control Technician  
**DEPARTMENT:** Monroe Production

**FLSA Status:** Non-Exempt

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** QC Manager  
**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

This individual is responsible for the production quality compliance, labeling, product testing, and follow up. Responsibilities will specifically be focused on performing accurate quality control testing. Responsibilities also include using lab equipment, keeping the lab in good condition, and preparing paint formulas at the customer request. This individual contributes to a positive team atmosphere and applies safety guidelines in a fair and consistent manner. The QC Technician is also responsible for maintaining records of test results. In addition, this position analyzes, certifies and prepares summaries of findings.

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### POSITION QUALIFICATIONS AND JOB DUTIES

#### QUALIFICATION AND EDUCATION REQUIREMENTS:

1. High school diploma and/or equivalent work experience. An Associates or Technical Degree with an emphasis in quality control or chemical manufacturing preferred.
  2. Basic algebra/math skills for calculations concerning percent, dilutions, ratios, averages, etc.
  3. 1-2 years' work experience, preferably in Quality Control or Manufacturing
  4. Computer proficiency (Microsoft Office programs)
  5. Troubleshooting skills that can be utilized in the daily work.
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#### JOB DUTIES:

1. Perform the Quality Control Line Check
2. Responsible for quality control, compliance and accurate labeling for all products, including both finished goods and raw materials.
3. Perform liquid batch checks by following the approved methods and using various lab equipment and software.
4. Responsible for product retain testing, follow-up, and product testing for long-term stability.
5. Keep retain samples and cards organized.
6. Create a custom color formula for a paint request in a timely manner.
7. Responsible for analysis on customer returns.
8. Perform bacteria test on liquid samples.
9. Be fully cross trained as an Applications Technician.
10. Ensures all safety policies and procedures are adhered to in the plant.
11. Keep lab area clean and organized.
12. Assist in other areas as directed.
13. Develop mutually beneficial, respectful, and effective relationships with peers to ensure seamless coordination between departments, maximize synergy, and maintain a shared vision, strategy, and focus.
14. Able and willing to work necessary hours to meet all project deadlines, travel when necessary.

15. Contributes to the development and continual improvement of the SHEQ Management System(s).
  16. Other Duties- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
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## CORE COMPETENCIES

1. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.
2. **Diligence** –Perseveres in accomplishing tasks or objectives and maintains a sense of urgency about getting results.
3. **Develop Relationships** – Builds and maintains relationships that incorporate cooperation, trust, and respect by devoting the appropriate time and energy to facilitate business transactions. Relates to others while building credibility and rapport, communicates in an honest and straightforward manner, and maintains networks.
4. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
5. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
6. **Composure** – Maintains emotional control even under ambiguous or stressful circumstances, including unrealistic expectations, pressing time demands, frustrations, or interpersonal conflict. Demonstrates emotions appropriate to the situation, focuses on solving conflict, and continues performing steadily and effectively.
7. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.
8. **Productivity** - Meets or exceeds productivity standards, completes work in timely manner, and strives to increase productivity.
9. **Analytical** - Synthesizes complex and diverse problems or information in order to systematically identify the cause of the problem, collects and researches data, analyzes the complex data, and offers recommended solutions. Designs, implements, utilize workflows, processes, procedures, and systems, and align areas of responsibility with the organization’s objectives to achieve results.
10. **Problem Solving & Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.

11. **Safety** – Ensures a safe working environment for employees by providing training, enforcing safety policies and procedures, following safety policies and procedures under all circumstances, and reporting potentially unsafe conditions.
  12. **Results Oriented** – Maintains an appropriate focus on short and long term goals, outcomes, and accomplishments, conveys a sense of urgency to make things happen, and displays a sense of urgency about getting results. Motivated by achievement and persist until the goal is reached.
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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 50% of the time.
2. Must be able to bend, climb stairs, and continuously stand or walk 75% of the time.
3. Must be able to move within the office and plant to reach file cabinets, office machinery, etc.
4. Must be able to use dexterity to handle small safety equipment and/or hazardous material.
5. Must be able to lift and carry 15-25 pounds and frequently move equipment weighing up to 40 pounds.
6. Must be able to communicate effectively by listening and also in both written and verbal forms.

#### WORK ENVIRONMENT

1. Generally works in a manufacturing environment but is also required to perform job duties in a typical office setting.
2. This position regularly requires large amounts of time to be spent using manufacturing equipment, which generally entails regular and repetitive motions along with exposure to loud noises. All safety procedures should be adhered to in these situations.
3. This position also requires some amount of time to be spent using computer equipment, which entails regular and repetitive motions.
4. Will regularly be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations.
5. Subject to working near moving parts of heavy machinery and high voltage equipment where use of appropriate safety equipment is required.
6. Work includes indoor and outdoor environment during possible adverse weather conditions.

#### SIGNATURES

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This job description has been approved by all levels of management.

**Manager Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Human Resources Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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