



Innovative Chemical Technologies, Inc.

JOB TITLE: Quality Assurance Technician

LOCATION: Cartersville, GA

FLSA STATUS: Non-Exempt

PURPOSE:

The Quality Assurance Technician's role is to coordinate the processing, shipping, documentation and communication for all customer & prospect sample requests, while working with Sales and R&D to ensure sampling of the correct products and adherence to sampling policies. The Quality Assurance Technician is also responsible for managing samples received on site for R&D purposes and ensuring all materials are recorded properly.

DUTIES/RESPONSIBILITIES:

- Strive for excellence in all work by focusing on continuous improvement, consistent work practices, and working with other co-workers for the betterment of the company while doing everything well with minimal errors or defects to ensure customer satisfaction and quality standards
- Maintain inventory of commercial products for sampling purposes
- Formulate sample product as needed and enter data in ERP system for lab produced lots
- Package & properly label samples
- Requalify sample material as necessary
- Communicate sample needs to R&D to ensure material is made promptly
- Process all sample requests through ERP system
- Enter sample request data in CRM database
- Timely shipment of samples via DOT & IATA while conforming to regulations
- Ensure supplies for sampling are in stock on a regular basis
- Document all changes to the sampling process
- Work alongside sales and distributors to assure efficient, quick and accurate sample processing
- Document and report any issues concerning a sample request to the proper channel
- Work alongside the Business Team to identify customer pre-shipment sampling requirements
- Maintain lab and general work area by ensuring it is organized, clean, and free of safety hazards
- Receive, document and report all incoming sample material
- Lab orders and material replenishment: Obtain quotes, compare pricing, log and distribute lab orders
- Follow company policies and safety guidelines at all times, including the use of PPE
- Report any safety hazards and/or concerns in a timely manner
- Maintain a good team-working relationship with supervisor and co-workers
- Maintain updated and accurate knowledge of procedures, programs, processes
- All other duties as assigned based on the needs of the business

JOB REQUIREMENTS:

- High school diploma or GED required
- Must have the ability to understand and apply safe handling procedures of all materials used in the lab area, and ability to understand SDS (Safety Data Sheets) and QC sheets
- Must have the ability to follow written and verbal instructions



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- Must have intermediate to advanced computer skills (Excel highly preferred), and the ability to navigate through multiple screens effectively
- Basic math skills, ability to add, subtract, multiply, divide units of measure, using whole numbers, common fractions, and compute ratio, rate, and percentages
- Must be able to handle pressure and think clearly in all situations
- Must be organized and able to multitask effectively
- Must be able to communicate clearly and concisely in a verbal and written manner including email etiquette
- Must have initiative and the ability to work in a team-environment
- Must have the ability to see closely and at distances, have good depth perception, peripheral vision, a steady hand, and ability to see color clearly

PREFERRED:

- Chemical or lab experience a plus
- Chemistry Degree – If applicant has a chemistry degree, their title will reflect as such, “Quality Chemist” completing the same roles/responsibilities of a Quality Assurance Technician

EXTERNAL WORKING RELATIONSHIPS:

- Occasional interaction when visitors and clients are touring facility, and via email and phone

INTERNAL WORKING RELATIONSHIPS:

- Regular interaction with other departments, including but not limited to Production, Maintenance, R&D, Engineering, Shipping/Receiving, Supply Chain, Business, and HR

PHYSICAL DEMANDS/EQUIPMENT USE:

- Long periods of standing as well as occasional sitting, stooping, kneeling, and crouching
- Regular walking, use of hands, reaching with arms and bending over
- Use of general office equipment, computer keyboard, printer, copier
- Occasional lifting of 45lbs
- Gloves, lab coat, safety glasses worn when necessary
- Respirators and face shields worn when necessary (with formal training), appropriate facial grooming required to ensure effectiveness
- PPE (Personal Protective Equipment) Safety glasses, safety shoes, head protection in required areas of all facilities; closed toed shoes worn at all times

WORKING CONDITIONS:

- General lab environment
- Chemical manufacturing, fumes and toxic chemicals
- High frequency noises on occasion, some areas require PPE use

NOTE:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above listed are major responsibilities of this position. They are not intended to cover each aspect of the position, as the scope and duties of a given position may change, or be temporarily altered, based on the business needs of the Company. ICT, Inc. is an equal opportunity employer that values diversity at all levels. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.