



# JOB DESCRIPTION

|                     |  |                |  |
|---------------------|--|----------------|--|
| Position Title      | QC Inspector - Incoming RMA's / Customer SVC | Benefits Class |  |
| Department          | Customer Service / Office                    | Pay Class      |  |
| Reports to          | Customer Service Supervisor                  |                |  |
| FLSA Classification |  |                |  |

## REASONABLE ACCOMMODATIONS STATEMENT

It is the policy of TECTRAN to provide reasonable accommodation to a qualified person with a disability to enable such person to perform the essential functions of the position for which he or she is applying or in which he or she is employed. This policy is based on the New York State Human Rights Law, Sections 503/504 of the Federal Rehabilitation Act of 1973, as amended, the Americans with Disabilities Act (ADA), Executive Order 6, and Executive Chamber Memorandum, entitled Equal Access to State Agency Employment, Programs and Services for Individuals with Disabilities, issued in 1996.

## POSITION OVERVIEW

Customer satisfaction is high priority to be "best-in-class".

QC: Evaluation of returned goods to ensure parts match current inventory and if they can be returned to stock or scrapped. Communicate reasons for warranty returns and assist in creating a corrective action to eliminate recurrence.

Customer Service: Order placement, expediting, product questions and problem resolutions. Be proactive in order to best serve the customer. Help with researching back orders so they can be expedited. Enter in Annual Returns into Epicor that will require using Excel and researching sales history, eligibility of product return, etc as needed.

Perform other duties as directed by Customer Service Supervisor

## DUTIES & RESPONSIBILITIES

- Record and investigate causes of non-conforming product identified during audits
- Perform and document product testing as required by customers
- Ability to learn and understand basic product accountability concepts and procedures.
- Be a liaison between the customer and other internal departments.
- Establish a positive rapport with our sales department staff in order to provide the customer a team approach to servicing their needs.
- Pro-actively seek to expand product and system knowledge in order to better serve the customer.
- Other QC / Customer Service related functions as assigned by the department supervisor.
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## POSITION PREREQUISITES

- Minimal of a high school diploma.
- 2+ years relative to providing service in a customer driven environment.
- Strong oral and written communication skills required.
- Ability to work in a fast paced, multiple priority environment.
- Must be a team player.



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## EDUCATION / SKILLS & EXPERIENCE REQUIREMENTS

- Minimal high school diploma.
- 2+ years in a customer driven environment
- Microsoft Outlook, Word and Excel
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**MENTAL & ATTITUDINAL REQUIREMENTS** - Work flow is determined by volume of orders to be filled and will from time to time require good mental abilities and attitudes, as well as leadership, in order to meet deadlines and maintain the company's high customer service standards

|                     |                       |                       |                        |
|---------------------|-----------------------|-----------------------|------------------------|
| • Responsible       | • Well Organized      | • Attention to Detail | • Flexible & Adaptable |
| • Communicates Well | • Work with Deadlines | • Repetitive Work     | • Positive Attitude    |
| Other:              |                       |                       |                        |

## TOOLS & TECHNOLOGY

|                                 | N                                   | O                                   | F                        | C                                   |                             | N                                   | O                        | F                        | C                        |
|---------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-----------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Computers & Associated Software | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Material Handling Equipment | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communication Devices           | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Forklift                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Scanning Equipment              | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | Power/ Hand Tools           | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Packaging Tools                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | Production Line Machinery   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Measuring Equipment             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |                             | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other:                          |                                     |                                     |                          |                                     |                             |                                     |                          |                          |                          |

## PHYSICAL REQUIREMENTS

|                                   | N                        | O                                   | F                                   | C                        |                                    | N                                   | O                                   | F                        | C                                   |
|-----------------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| Standing                          | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Carrying; Weight Limit 50lbs       | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Sitting                           | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Lifting; Weight Limit 50lbs        | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Kneeling/Squatting                | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | Pulling                            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Pushing                           | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | Repetitive Motions                 | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Climbing                          | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | Near Vision & Depth Perception     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| Walking                           | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Coordination/Dexterity/Grasping    | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Bending                           | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | Wear Personal Protective Equipment | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| Reaching (Outward/Above Shoulder) | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                                    | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| Other:                            |                          |                                     |                                     |                          |                                    |                                     |                                     |                          |                                     |

- N** = Not Applicable to the position  
**O** = Occasionally, position requires this activity up to 33% of the time (0-2.5 hrs/day)  
**F** = Frequently, position requires this activity 33% - 66% of the time (2.5 - 5.5+ hrs/day)  
**C** = Constantly, position requires this activity more than 66% of the time (5.5+ hrs/day)



# JOB DESCRIPTION

## PHYSICAL ENVIRONMENT OF WORK AREA

|  |   |
|--|---|
| <input type="checkbox"/> High Temperatures   | <input checked="" type="checkbox"/> Warehouse Racking |
| <input type="checkbox"/> Low Temperatures    | <input type="checkbox"/> Dust/Smoke/Fumes             |
| <input type="checkbox"/> Ramps/Loading Docks | <input checked="" type="checkbox"/> Works with Others |
| <input type="checkbox"/> Noise Intensity     | <input checked="" type="checkbox"/> Works Alone       |
| Other:                                       |   |

## TRAINING REQUIREMENTS (including Health & Safety/PPE)

Training on software, product and procedures.

*Job Descriptions are reviewed occasionally for appropriateness and updates, as may be determined as necessary by Management. They are responsible for ensuring that the appropriate individuals are involved in this process. Updates will be distributed as needed.*

*This Job Description does not constitute a contract of employment. Any oral or written statements or promises to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employees. This Job Description is subject to change by the employer at the discretion of the employer; or as the needs of the organization and/or the requirements of the job change. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties or essential functions does not exclude them from the position if the work is similar, related, or a logical assignment to the position; or if the work is consistent with regional standards*

**I have read and understand the above Job Description and agree with the requirements, description of duties and responsibilities**

## SUPERVISOR

Print Name:

Signature

Date:

## HUMAN RESOURCES

Print Name:

Signature

Date:

## EMPLOYEE

Print Name:

Signature

Date: