



JOB DESCRIPTION

SAMPLE CUSTODIAN I

FLSA STATUS: Non-Exempt

GRADE: 3

REPORTS TO: Laboratory Director

DIVISION: Regional Laboratory

WORK LOCATION: 933 E. Court Street, Seguin, Texas 78155

EFFECTIVE DATE: 04/2019

SUMMARY

Primary responsibilities include, but are not limited to the following: accepting customer samples, logging customer samples into a Laboratory Information Management System (LIMS), proper storage of sample containers, preservation and inventory of sample bottles, and packing and shipping of subcontracted sample coolers. Some entry of analytical data or routing of customer calls may be required. This position will be expected to assist with filing, clerical work and other duties as needed. Excellent customer service skills are expected.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receive customer samples following laboratory sample acceptance procedures. Samples may be of drinking water, surface water, waste water, and soil or sludge matrices.
- Log customer samples into a LIMS, label samples with generated unique identifiers and store in designated areas.
- Retrieve archived documents from files or existing assigned software programs.
- Preserve sample bottles with appropriate chemicals following laboratory procedures. Preservative chemicals may be acids, bases or salts.
- Create and put together bottle orders for customer requests.
- Assist with updating LIMS System as needed.
- Assist with washing and rinsing glassware and customer containers as needed.
- Perform all other related duties as assigned.

KNOWLEDGE/SKILLS/ABILITIES

- Good relationship building skills with an ability to prioritize and work with a variety of internal and external associates.
- Greet customers, visitors, and vendors with courtesy and professionalism.
- Perform clerical duties such as: document filing, mailing or emailing customer reports and invoices, making copies, and taking messages.
- Route customer calls to Customer Project Manager or other designated personnel.

- Write and update existing standard operating procedures (SOP) for assigned duties.
- Comply with GBRA policies and procedures at all times.
- Follow current GBRA, laboratory, NELAP and TCEQ policies and procedures at all times.
- Exceptional customer service skills, over the phone, using email messaging, and in person.
- Strong problem solving, multi-tasking and time-management skills.
- Ability to perform work assignments accurately and on time with little or no supervision.
- Ability to operate a motor vehicle.
- Adhere to safety practices and policies at all times.

EDUCATION/CERTIFICATIONS

- High School diploma or equivalent is required. College course work in biology, chemistry and/or microbiology is preferred.
- Current valid driver's license and ability to remain insurable under GBRA's vehicle liability policy.

EXPERIENCE

Customer service experience is highly desired as well as knowledge of Microsoft Office.

MANAGERIAL RESPONSIBILITIES

None

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Standard physical activity such as periodic standing, walking, sitting, and basic motor skills to operate necessary computer programs. Physical ability to lift items up to 50 pounds waist high and stand for long periods of time. Hand-eye coordination, finger dexterity, depth perception and ability to discern true color.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The majority of the work is performed indoors in climate controlled and well lit conditions. Most work will be performed sitting before a computer or standing in one place for periods of time. Some fieldwork may be required. Some heavy lifting is required to complete shipping of subcontracted sample coolers. Normal working hours are 8am–5pm Monday through Friday with occasional irregular work hours. There may be some opportunity to work educational events on weekends. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENTS

Employee Signature

Date

The above statements are intended to describe the general nature and level of work performed by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Management retains the right to add or to change duties, education/experience/skills requirement of the position at any time.