

# METRO

## Classification Description

**TITLE: Latex Retail Technician**

**Class No: 0012**

**Bargaining Unit: AFSCME, 3580**

**Salary Range: 07N**

**Established: June, 2003**

**FLSA: Non-Exempt**

**Revised: 2008**

### **Classification Summary**

Under the direction of the Latex Operations Specialist, this position provides customer service to Metro Paint customers at the Metro Latex Paint Recycling Facility. This position assists with inventory, marketing and production, takes in cash and opens and closes the facility, and transports paint.

### **Supervision Received**

Daily lead direction is received from the Latex Operations Specialist. Overall supervision is received from the Program or Facility Supervisor.

### **Supervision Exercised**

May be assigned lead worker responsibilities on specific jobs for the purpose of assigning specific tasks, resolving problems and reviewing work for conformance with established procedures.

### **Distinguishing Features**

This position is distinguished from the Latex Operations Technician classification by the emphasis on the retail operations of the facility. However, this position will assist latex production and operations as requested.

### **Essential Functions**

1. Answer product questions and complete sales forms.
2. Respond to customer complaints and process product returns.
3. Load customer paint onto carts and into customer vehicles.
4. Open and close facility by locking and unlocking doors, activating and deactivating alarms and changing security videotapes.
5. Prepare merchandising area by stocking paint and related items.
6. Prepare retail area for sales transactions and carry out sales transactions, including cash receipts and daily deposit preparation.
7. Prepare paint samples and staff tradeshow booths.
8. Perform paint packaging and palletizing, change tanks, cages and pallets and solidify and dispose of waste latex paint.
9. Transport paint from transfer stations in a heavy commercial vehicle.
10. Count physical inventory and provide daily inventory report to management.
11. Stock and inventory reuse area, distribute reuse to customers and maintain reuse revenue records separate from latex revenue.
12. Collect, enter and manipulate sales data into reports for management.

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### **Secondary Functions**

1. Attend latex marketing meetings as requested to provide customer feedback.
2. May direct or train less experienced contract workers in the absence of the Latex Operations Specialist and Technician.
3. Perform related duties as assigned.

### **Job Specifications**

High school diploma or GED and 1 years specialized retail experience in selling paint or related home improvement products, or any combination of education and experience which would provide the candidate with the desired knowledge, skill and ability required to perform the job.

Other requirements include, but are not limited to:

1. Ability to perform courteous and accurate customer service.
2. Ability to remain calm in stressful situations.
3. Ability to communicate effectively, both orally and in writing.
4. Ability to operate standard office and retail equipment such as a cash register, credit card terminal, computer and calculator.
5. Ability to drive a forklift and obtain an OSHA Powered Industrial Lift Truck training certification.
6. Possession of or ability to obtain a valid driver's license issued in the incumbent's state of residency.
7. Possession of or ability to obtain a Class A Commercial Driver's License.
8. Some knowledge of basic software programs such as Access, Excel and Word.
9. Ability to work independently and as part of a team.

### **Working Conditions**

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. The position works in both a standard retail and warehouse environment where the temperature may alternate between hot and cold. The position requires continuous standing and frequent walking, reaching and handling. Frequent lifting and carrying of up to 60 pounds is also required. Occasional fingering, repetitive motions of the hand and/or wrists, bending, climbing and hearing are also required. Occasional Pushing and pulling of up to 4,000 pounds using a forklift is required.