Technology Refurbishment Department Lead
Job Description

<table>
<thead>
<tr>
<th>Department:</th>
<th>Technology Refurbishment</th>
<th>FLSA Status:</th>
<th>Non-Exempt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports To:</td>
<td>Manager of Technology Refurbishment</td>
<td>Physical Strength:</td>
<td>Moderate</td>
</tr>
<tr>
<td>Salary:</td>
<td>$20.00/hour</td>
<td>Class:</td>
<td>Union</td>
</tr>
</tbody>
</table>

Summary
This position is responsible for ensuring a steady flow of gizmos for Free Geek's programs, and aids in process improvement by performing the following duties.

Essential Duties
1. Stocks refurbishment and sales areas with needed hardware and components.
2. Communicates with other Free Geek staff and volunteers about the needs of all areas.
3. Assists in addressing issues and solving problems that arise related to technology quality control.
4. Assists in the development and implementation of refurbishment policies and procedures.
5. Assist in inventory control and participate in physical inventory events.

Job Duties
- Trains, oversees, schedules, coordinates, and motivates volunteers and interns.
- Troubleshoots and helps maintain the technical infrastructure in production areas.
- Assists in developing, tracking, and communicating production metrics.
- Tests, repairs, troubleshoots and refurbishes a variety of technology.
- Guides flow of incoming and outgoing devices and gizmos.
- Recommends and implements process improvements and achieves performance metrics in the production areas.
- Keeps work areas clean and organized.
- Ensures safety, Oregon e-cycles, and data security compliance.
- Assists in documenting procedures and updating labels.
- Participates in departmental budgeting for inventory and parts.
- Coordinates bulk hardware purchases and special orders with the Sales and Digital Inclusion teams.
- Communicates with, interviews, and trains potential and incoming interns and staff for several areas.
- Assists in and occasionally lead special projects designed to improve workflow.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Respectfully takes direction from Manager of Technology Refurbishment.
- Other duties as assigned.

Supervisory Responsibilities
This position has no supervisory responsibilities.

Approved By: Amber Schmidt
Last Updated: January 2021
Technology Refurbishment Department Lead
Job Description

Qualifications
Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Education & Experience
High school diploma or GED. Two to three year(s) related experience and/or training or equivalent combination of education and experience. Experience in computer repairs and refurbishment, technical troubleshooting, production/warehouse environment. Experience with Inventory Control, Supply Chain Management, and/or the second-hand technology market highly desired.

Certificates, Licenses and/or Registrations
This position does not require any certificates, licenses and/or registrations.

Language Skills
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Fluency in a second language such as Spanish, Russian, Vietnamese or Chinese is preferred.

Mathematical Skills
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Computer Skills
Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

Reasoning Ability
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands & Work Environment
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is frequently required to use hands and fingers to type or dial, and exposed to work near moving mechanical parts, fumes or airborne particles, and risk of electrical shock. The employee is regularly required to stand, walk, sit, talk or hear, and exposed to toxic or caustic chemicals. The employee is occasionally required to reach with hands and Approved By: Amber Schmidt
Last Updated: January 2021
Technology Refurbishment Department Lead Job Description

arms, climb or balance, stoop, kneel, crouch or crawl, taste or smell, and exposed to work with explosives.

The employee must occasionally lift and/or move up to 50 pounds. This position requires frequent computer use. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

This position does not require travel.

| Employee Signature: _________________________________ | Date: __________ |
| Employer Representative: ___________________________ | Date: __________ |