

## Job Description



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<b>Job Title:</b>	Lab Technician/Client Services Assistant
<b>Department:</b>	Environmental Isotope laboratory, Department of Earth & Environmental Sciences
<b>Reports To:</b>	Lab Manager
<b>Jobs Reporting:</b>	Casual office/lab help
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	October 2020

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### **Primary Purpose**

Under the direction of the uwEILAB Manager, the incumbent's main responsibility is to work with faculty, staff and external clientele providing client correspondence, maintaining logs, files and sample numbers. The incumbent will also be an integral part of the team supporting isotope analyses in the Environmental Isotope Laboratory (EIL) by performing analytical sample preparation and measurements as required.

### **Key Accountabilities**

#### **Communicate with Clients**

- Provide sampling, shipping, analysis and pricing information as required.
- Answer questions as possible and route specific questions to technicians.
- Maintain customer relations by ensuring a timely flow of information between clients and lab personnel.
- Register clients with the UW Finance department to obtain client ID numbers.
- Maintain information database including logs of samples, analyses and clients.

#### **Sample Reception and Reporting of Analytical Results to Clients**

- Confirm all required information has been received and obtain any that is missing i.e. chemistry, billing information, sample volumes.
- Prepare internal documents for technicians showing a list of samples, locations and required analyses.
- Prepare and enter items for shipping (Agile Shipping System).
- Compile and send completed results from multiple technicians and analyses to clients and facilitate any required communication.

#### **Analytical and Other Duties**

- The preparation of water samples for tritium content by direct counting or by enrichment as outlined in technical procedure (TP) 1.0.
- Determination of water sample conductivity as per TP 2.0.
- Azeotropic distillation pre-treatment for  $^3\text{H}$ ,  $^2\text{H}$  and  $^{18}\text{O}$  analysis as required
- Preparation of sample with scintillation cocktail and placement into a Liquid Scintillation Counter (LSC) for measurement of their Tritium activity.
- Final Distillation and LSC preparation of Tritium samples
- Preparation of samples for hydrogen and oxygen isotope analyses in water by LGR Laser
- pH and conductivity measurements
- Order office and lab business supplies
- Perform sample inventory and disposal
- General lab clean up and organization
- Tasks as assigned by the uwEILAB Manager

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*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### **Required Qualifications**

#### **Education and Experience**

- University Degree (Science preferred) or equivalent education and/or experience
- Laboratory and office experience

#### **Knowledge/Skills/Abilities**

- Current WHIMIS training
- Current UW lab safety courses is an asset
- Effectively manage multiple priorities and exercise independent, prudent judgement
- Strong analytical and problem solving skills
- Excellent verbal and written communication skills

### **Nature and Scope**

- **Contacts:** Must be able to communicate effectively with clients, staff, students and faculty by telephone and/or email. Must be able to work with a team to accomplish client analytical requirements in a timely manner.
- **Level of Responsibility:** Management of casual staff; provides direction to staff in the office.
- **Decision-Making Authority:** Provides sampling, shipping, analysis, precisions and pricing information; determines which analysis is required and required information; routes samples and queries to the proper technician; must be able to prioritize.
- **Physical and Sensory Demands:** Works in a busy lab where it can be noisy and hot, must be able to lift and carry medium weight boxes containing samples to storage areas throughout the labs.
- **Working Environment:** Lab based with various chemical compounds, and chemicals; may have to stand for extended periods; constant need to give close attention to detail with written material; deadline pressures.