

**JOB TITLE:** Production Staff Member  
**CLASS:** Bargaining Unit  
**CATEGORY:** Regular (after Probationary)  
**STATUS:** Full-Time, Hourly Wage, Non-Exempt  
**BENEFITS:** Eligible  
**REPORTS TO:** Director of Production *OR* Production Supervisor  
**LAST UPDATED:** March 20, 2013



**JOB SUMMARY:**

A Production Staff Member works in many dynamic, workshop-style volunteer areas which both produce refurbished technology and educate volunteers about technology. This position trains in multiple areas in order to help provide shift coverage, ensure a steady flow of gizmos for Free Geek's programs, and coordinate volunteers. This position participates in group meetings to help develop programs and procedures. This position is represented by a union, and application for union membership is mandatory upon hire.

**DETAILED RESPONSIBILITIES:**

- Train, supervise, schedule, coordinate and motivate volunteers.
- Lead workshop-style classes.
- Troubleshoot and help maintain the technical infrastructure in production areas.
- Stocks production areas with needed hardware and components.
- Tests a variety of technology.
- Manage flow of incoming and outgoing devices and gizmos.
- Recruit volunteers from the Build Program to move on to Post-Build areas.
- Keep work areas clean and organized.
- Monitor compliance of workflow and inventory with quality control protocols.
- Other duties as assigned.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Ability to maintain a calm, positive and professional attitude at all times in a sometimes chaotic environment.
- Aptitude for directing, instructing and positively influencing the energy level of others.
- Ability to consistently follow policies and procedures.
- Strong organizational skills and attention to detail.
- Ability to work as part of a team and coordinate with teammates to determine daily responsibilities and priorities.
- Fluency in spoken and written English.

- Good communication and interpersonal skills.
- Demonstrable self-motivation and personal initiative.
- Proficiency with using standard office software.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to lift and carry at least 40 pounds on a regular basis.
- Must not be afraid to ask questions, but must be able to work without direct supervision on a regular basis.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.
- Aptitude for and interest in working with computer components and other hardware.
- Demonstrated interest in learning and training opportunities.
- Technical skills and knowledge equivalent to someone who has successfully completed the Free Geek Build Program.

#### **DESIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Fluency in another language besides English.
- Demonstrated confidence and competence working with diverse populations.
- Six months of customer service experience.
- Significant technical skills and knowledge, such as might be gained from 1-3 years of technical work experience or 3-5 years as a serious hobbyist.
- Ability to identify computer components and other hardware.
- Previous Free Geek volunteer or work experience.