



## Job Description Sheet

Department:	Back of the house
Position:	Order Puller Clerk
Director:	Julio Urrutia
Manager(s):	

### What this position does:

This position takes care of filling orders by pulling the different titles that a student needs according to his/her list of classes.

### Why this position important:

This is the HEART of the operation. We will need you to be quick and accurate when filling orders. If this process fails the whole operation comes to a halt. As a result, many people become frustrated.

### Process/Flow of Customer Interaction and Tasks:

1.	Grab a schedule from the Order Scheduling Clerk.
2.	Grab assigned colored bucket. The Order Scheduling Clerk will assign the color.
3.	Read the list of classes/schedule and determine which books are needed.
4.	Initial the bottom of the class/schedule card.
5.	Begin to look for books using the course title.
5a.	Use pallet numbers, if available, and book cover prints to help you find the correct title.
5b.	If you cannot find a book ask the manager for help.
6.	When book order is complete take to the Quality Control Clerk to be reviewed.
7.	Report back to the Order Scheduling Clerk.
	THANK YOU FOR YOUR HELP!