



## Job Description Sheet

Department:	Back of the House
Position:	Order Scheduler
Director:	Julio Urrutia
Manager(s):	

### What this position does:

Determines the station and bin COLOR and order in which the textbook orders are filled.

### Why this position important:

You control the tempo of the operation. If you are "pushing" the order clerks to complete orders quickly with limited errors they will raise to the level desired.

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

1.	Receive schedules from Order Receiver
2.	Sort schedules by VIP's, Will Call, and students waiting for their books. Priority is given to VIP. Will Call can wait a bit if needed as they are not waiting for their books.
2a.	If the schedule is VIP assign it to the color BLACK and give it the highest priority. Will Call will also be BLACK.
3.	Sort the orders of "students waiting" by time. The oldest order should go first. Assign a COLOR station and bin. Be sure to ROTATE the colors. Record the color on the card that is attached to the class list/schedule.
4.	Look for Order Filler Clerks who are not completing orders and assign them a new order to fill.
	THANK YOU FOR YOUR HELP!