



Job Description Sheet

Department:	Back of the House
Position:	Quality control clerk
Director:	Julio Urrutia
Manager(s):	

What this position does:

This person is in charge of verifying that the correct books have been pulled to make the courses listed on the class list/schedule. This position requires an upperclassman who knows courses and books.

Why this position is important:

If a customer gets the wrong book it creates more work for us and can frustrate them as they have to return to exchange. In addition, we could run out of the title and other students who need the book can not get it.

Process/Flow of Customer Interaction and Tasks:

1.	Have the Order Filler Clerks bring orders to you.
2.	Arrange orders by priority and time listed on card.
3.	Grab schedule from the box and read it.
4.	Verify that the books in the box are the correct titles for the courses listed
4a.	Make sure if there are two versions of the same class (honors & regular) that the correct version is in the bucket
4b.	Some classes have multiple books, make sure they are all there
4c.	Be sure the bin color matches the color written on the card that is attached to the class list/schedule.
5.	Return the class list/schedule to the box.
6.	Give the box to the Inventory Clerk to be checked out.
7.	REPEAT.
	THANK YOU FOR YOUR HELP!