

ScienceBridge Tech Site Job Description

Title: CS Day of Tech Site Assigned Job Description		
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Scope	For use by biotechnology students at Mira Mesa High School during tech site pick-up.
Objective	This job description sets the procedural specifications for checking items, communicating with teachers at pick-up, delivering all correct items to teachers, calling teachers who have unpicked up items, and filling out the tracking sheet accordingly.
Required Skills and Training	• Organization • Communication ◦ Communication with all tech site, checking off all correct items ◦ Communication with teachers, Ms.Yoneda, all tech site • Documentation ◦ Tracking sheets
When	Each Tech Site Pick-Up day.
Supplemental Aids	Tracking Sheets(Physical): • Customer Service Teacher Summary Sheet and E-mail Communication Tracking Chart • Customer Service Teacher Contact Information • Pick Up Day Tracking Sheet • Shared Kit Information Spreadsheet (digital) SOPs: • CS Item Check SOP • CS Teacher Pick-Up SOP • CS Calling at Tech Site Job Description Videos: • CS How to Call a Customer Video 2026 • CS Teacher Checkout Training Video
Safety Training	• (list each safety concern, SDS concerns or hazards, PPE needed..)
Workflow Diagram	Insert a workflow diagram for your job description. All steps of your protocol should be included.
Workflow Protocol	Overview: Complete the following for tech site pick-up day as a customer service group member some jobs may require repetition of specific steps and/or not every step may be needed. This will require an initial plan that is signed off by the teacher and a weekly check-in to adjust for changes and problems that arise.

	• Use CS Item Check SOP (4-29-26) for step 1 1. Start off by checking if all the orders are correct Purpose: Make sure all kits have been made and have all the necessary materials Documents Needed: respective pick up day checklist for each kit(s) Documentation: Review teacher name, number of kits ordered, and kit items Product: Correct kit set up and preparation before teachers arrive for a smooth pick up day 2. Once teachers arrive, grab the kit(s) they ordered and all the items that come with it and hand it to them Purpose: To make sure teachers receive their correct kits Documents Needed: - respective pick up day checklist for each kit(s), CS Teacher Pick-Up SOP CS Teacher Checkout Training Video Documentation: Review teacher name, number of kits ordered, and kit items Product: teachers are handed their correct respective kits 3. Make sure teachers sign off on their orders Purpose: To make sure teachers get their correct kits and their is documentation that it was picked up Documents Needed: - teacher pick up sheet(s) CS Teacher Pick-Up SOP CS Teacher Checkout Training Video Documentation: Review teacher name, number of kits ordered, kit items, and the teacher picking up (sometimes other people pick up for the teacher) Product: the pick up is documented and signed off on so there are no discrepancies 4. If some teachers have not come to pick up their kits and the tech site day is almost over, make sure to call them and ask whether they are still picking up their kit(s) Purpose: To make sure teachers get their kits despite possibly forgetting about the pick up date or their busy schedules Documents Needed: - teacher pick up sheet(s) CS Calling at Tech Site SOP (4-29-26) Documentation: Review teacher name, the kit they ordered [OA, BT, PP, E], and the number of kits they ordered Product: teachers pick up their kits even if they are late 5. DELIVERY OF ON-SITE TEACHERS (MMHS teachers) Purpose: teachers from Mira Mesa get their kits as soon as it is available Documents Needed: teacher pick up sheet(s)
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	c. Documentation: Review teacher name, the kit they ordered, kit items that come with it, their room number, and when both you and them are available for delivery d. Product: on site teachers get their kits
Documentation	• Start a Batch Production Record or a Solutions Tracking Document when beginning this job • Complete Communication Log for each workflow step worked on in this job description • Tracking Sheet Information
Document Control	All tracking sheets should be kept in your assigned group binder. When finalized, tracking sheets must be archived in your group binder. •
Quality Control	Fails QC: (explain what to do if a batch fails QC- how do they fix the problem) List all problems/solutions.
Tech Site Kit: Group	Customer Service