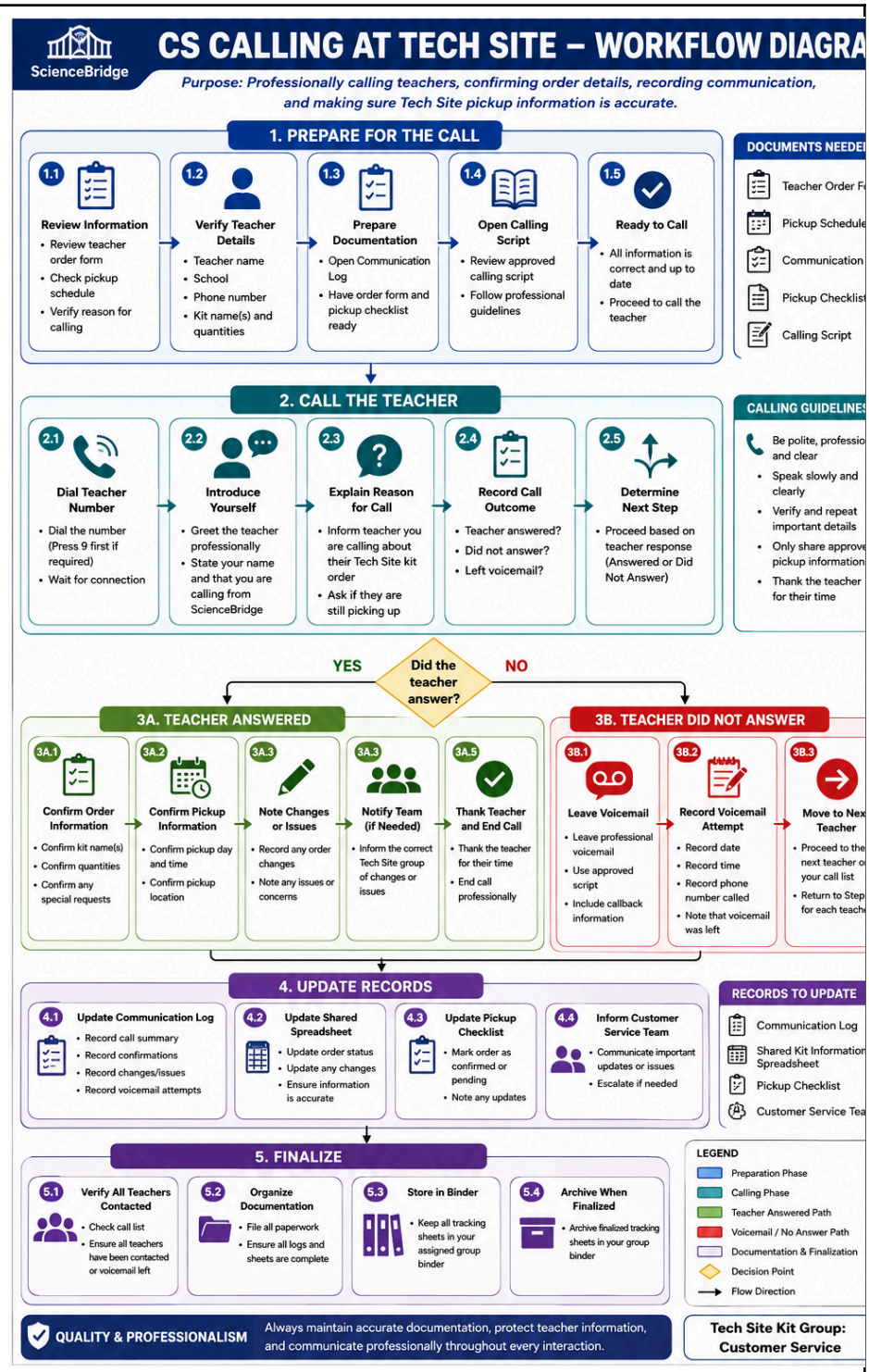


ScienceBridge Tech Site Job Description

Title: CS Calling Teachers Job Description		
Original Issue Date: 4-29-2026	Revision Date:	Pages: (4)
Originally prepared by: Kevin Van	Revised by:	Approved by: DRAFT

Scope	For use by biotechnology students at Mira Mesa High School when they are calling teachers to confirm Tech Site kit orders, pick up times, missing information, or order updates.
Objective	Professionally calling teachers, confirming order details, recording communication, and making sure Tech Site pickup information is accurate
Required Skills and Training	- Professional phone communication - Ability to read teacher order forms - Ability to complete Communication Log - Understanding of Tech Site kit names and pickup procedures
When	This job should be done during Tech Site pickup days whenever teachers need to be notified that their orders are ready for pickup, when pickup information needs to be confirmed, or if there are any issues or updates regarding their orders during the pickup process.
Supplemental Aids	Tracking Sheets Kit Order Summary Sheet(s) (physical) Shared Kit Information Spreadsheet (digital) SOPs: Communication Log SOP Teacher Pick Up SOP Videos: CS How to Call a Customer Video 2026 Scripts: Calling at Tech Site Script
Safety Training	- Do not share teacher phone numbers or personal information with unauthorized individuals - Only provide approved pickup information during phone calls - Maintain professional communication throughout all interactions

Workflow Diagram



Workflow Protocol	Overview: This document is designed to show the workflow of an entire job. This is a supporting document to help determine what order of steps and documentation to complete. 1. Prepare for the Call a. Purpose: Make sure all needed information is ready before calling the teacher. b. Documents Needed: Teacher order form, pickup schedule, Communication Log c. Documentation: Review teacher name, school, phone number, kit order, and reason for calling. d. Product: Correct teacher information is ready. Go to "Call the Teacher." 2. Call the Teacher a. Purpose: Contact the teacher and explain the reason for the call. b. Document Needed: Teacher order form and Communication Log c. Documentation: Record if teacher answered, did not answer, or if a voicemail was left. d. Product: Teacher is contacted or voicemail is left. Go to "Confirm Information." 3. Confirm Information a. Purpose: Make sure the teacher's order and pickup information are correct b. Documents Needed: Order form, pickup checklist, Communication Log. c. Documentation: Write down confirmed kit names, quantities, pickup time, and any changes d. Product: Order information is confirmed. Go to "Update Records." 4. Update Records a. Purpose: Make sure the Tech Site team has the correct information b. Documents Needed: Communication Log, order sheet, pickup checklist c. Documentation: Record the call summary and any changes made. d. Product: Records are updated. Go to "Notify Team if Needed" 5. Notify Team if Needed a. Purpose: Tell the correct Tech Site group if there are order changes or issues b. Documents Needed: Communication Log and order sheet c. Documentation: Write who was informed and what information was shared. d. Product: Team is aware of updates.
Documentation	• Complete Communication Log for each workflow step worked on in this job description • Tracking Sheet Information

	- Record teacher confirmations, voicemails left, unanswered calls, and any order updates - Update pickup checklists and shared spreadsheets if changes are made - Inform the Customer Service team of important updates or issues during Tech Site pickup days
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: -If the wrong teacher information is used, stop the call and verify the correct information before continuing -If a teacher reports incorrect order information, document the issue and notify the appropriate Tech Site group immediately -If a call is not answered, leave a professional voicemail and document the attempt in COmmunication Log -If documentation is incomplete, update all missing information before ending the workflow -If the phone gives an error, verify the area code and retry the call using "1" before the phone number if necessary
Tech Site Kit: <i>Group</i>	Customer Service