

# Operations Department

Welcome to the Operations Department. This document outlines the duties of a department member. Make sure you are completing all of the tasks of this department.

\*\*Scroll to the bottom of the document for ACTIVITY REQUIREMENTS\*\*

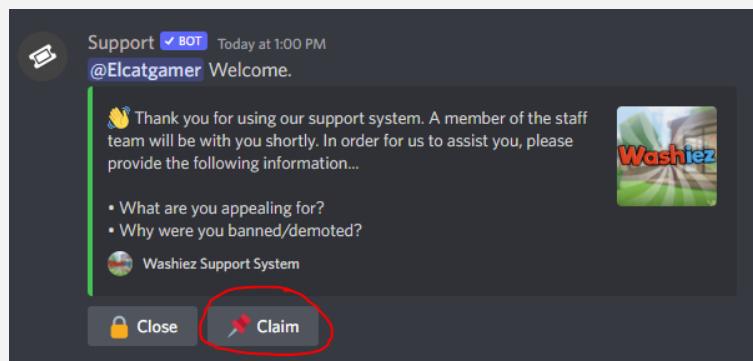
## Ticket System

ALL tickets should be responded to by Operations Department members. Follow the steps when responding to a ticket.

1. Send this message:

Hello! Thank you for using our support system. My name is [USERNAME] and I will be assisting you today.

2. CLAIM the ticket.



3. Help them with whatever they need. Here's a few tips...

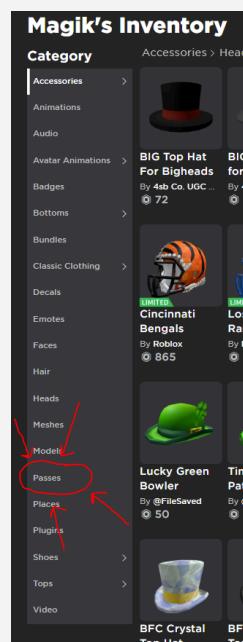
TIP: If they are reporting a staff member, ping the Human Resources Department role. They'll be able to give people strikes.

TIP: If they weren't ranked at a training session and have decent evidence, rank them.

TIP: If they complain that they were demoted for any reason, tell them that we cannot provide refunds for rank purchases and re-rank anyone that was demoted.

TIP: If the user who opened the ticket hasn't responded in 30 minutes, close the ticket.

TIP: If they bought a rank and it isn't working, tell them to set their inventory PUBLIC and provide a link to their profile.



## Car Wash Supervision

Board of Directors+ are the ONLY ranks that are able to delete cars and kick people from the server.

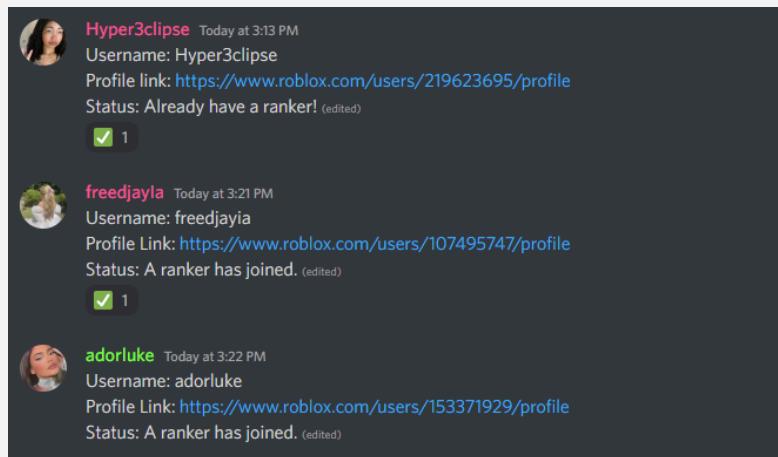
The main duty of the Operations Department is to be in-game consistently to assist lower ranks and make sure the car wash is running smoothly.

## Trainings Locking/Ranking

The only ranks that can lock the server and rank LRs are Junior Corporates+

Members of the Operations department must join training servers frequently, lock the server, and rank at the end.

You must also ensure that #ranker-requests are taken care of.



Join through their profile and rank all of the groups near the end of training. Once you've ranked in an MRs server, react with a CHECKMARK.

### **Trainings Locking/Ranking**

Members of this department should be clearing spam on the group wall. Since only Junior Operators+ can speak on the group wall, anyone who is spamming should be demoted.

## **Weekly Requirements**

Each week, department members must complete the following tasks. If you are on an inactivity notice, you are excused from your duties.

1. At least 2 hours spent in-game.
2. Assist people in tickets.
3. Attend at least 4 trainings.
4. Consistently help rank by using the #ranking-requests channel.
4. Supervise the car wash on a daily basis.

