

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****

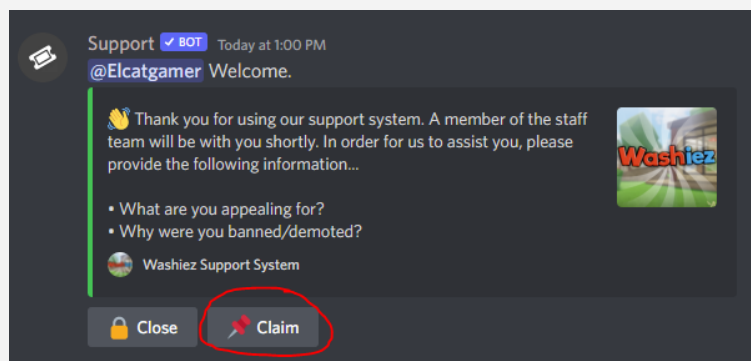
Ticket System

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...

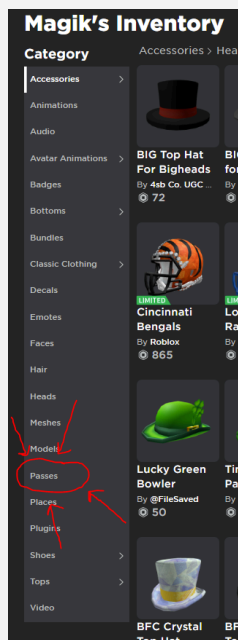
TIP: If they are reporting a staff member, ping the Human Resources Department role. They'll be able to give people strikes.

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.

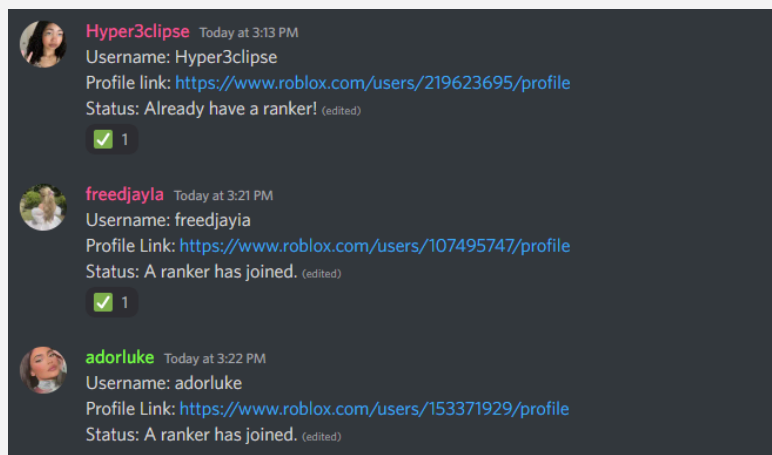
The main duty of the Operations Department is to be in-game consistently to assist lower ranks and make sure the car wash is running smoothly.

Trainings Locking/Ranking

The only ranks that can lock the server and rank LR's 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.

