Purpose: The purpose of this document is to outline the daily responsibilities fulfilled by ORC staff members.

Scope: The Outdoor Recreation Center (ORC) rents thousands of dollars’ worth of inventory each year. The following protocol will assist ORC employees with correctly completing customer service requests and gear maintenance.

ORC Daily Responsibilities:

I. MONDAY
   a. After opening the ORC and register, the employee should:
      i. Check emails and voicemail; return correspondence
      ii. Set up and clean tents
      iii. Place sleeping bags in the washing machine
      iv. Bring wetsuits from Aquatics courtyard into ORC back room to continue drying; return PEDB suits to lockers on pool deck
      v. Clean smaller gear items (cooksets, water filter, etc.)
      vi. Check-in gear as it is returned
         1. Charge damage/missing fees if needed
         2. Put any gear due but not returned in the late folder for Tuesday
      vii. Check broken gear to complete any repairs, if possible

II. TUESDAY
   a. The ORC is not open on Tuesdays. After arriving for work, the employee should:
      i. Check emails and voicemail; return correspondence
      ii. Email/call anyone who still has gear out and inform them they have a fee
         1. Make a note on their rental form once they have been contacted
         2. Check through the “gear out” section in Fusion to make sure all our gear that is still checked out is still actually out
      iii. Set up and clean tents
      iv. Place sleeping bags in the washing machine
      v. Clean smaller gear items (cooksets, water filter, etc.)
      vi. Check broken gear to complete any repairs, if possible

III. WEDNESDAY
   a. The ORC is not open on Wednesdays. After arriving for work, the employee should:
      i. Check emails and voicemail; return correspondence
      ii. Put away dry tents
      iii. Complete sleeping bag cleaning/drying
      iv. Check broken gear to complete any repairs, if possible
IV. THURSDAY
  a. After opening the ORC and register, the employee should:
     i. Check emails and voicemail; return correspondence
  b. Pull all gear going out over the weekend (“Reservations” under Fusion). Fill out the renter’s information (in Fusion) and put the form on the reservation shelf with the gear
  c. Check-in LATE gear as it is returned
     i. Charge late / damage fees
  d. Remember if people pick up gear on Thursday, they are still charged the weekend price; adjust the price in Fusion
  e. Check broken gear to complete any repairs, if possible

V. FRIDAY
  a. After opening the ORC and register, the employee should:
     i. Check emails and voicemail; return correspondence
  b. Check out gear; make sure to assign gear in Fusion and fill out rental form completely
  c. Clean ORC so everything is in order for the next week

VI. DOWN TIME
  a. Check with the professional staff for any special projects
  b. “Free time” in the ORC should be spent:
     i. Cleaning the ORC or gear
     ii. Researching trip ideas
     iii. Practicing technical skills (gear repair, knot tying, etc.)
     iv. Other duties as assigned

All questions or concerns pertaining to ORC duties should be directed to the Assistant Director for Outdoor Recreation