

UGA OUTDOOR RECREATION – ORC – DAILY RESPONSIBILITIES

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. Pull gear for reservation requests (emailed to outdoors@uga.edu through Qualtrics). Fill out the renter's information on the rental form and put the form in the appropriate file tray. Pull the reserved gear and place it on shelf for pickup.
- iii. Set up and clean tents; put away tents that are already set up and clean
- iv. Place sleeping bags in the washing machine
- v. Clean smaller gear items (cooksets, water filter, etc.)
- vi. Check-in gear as it is returned
 1. Charge damage/missing/late 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/WEDNESDAY

a. The ORC is not open on Tuesdays. After arriving for work, the employee should:

- i. Check emails and voicemail; return correspondence
- ii. Pull gear for reservation requests (emailed to outdoors@uga.edu through Qualtrics). Fill out the renter's information on the rental form and put the form in the appropriate file tray. Pull the reserved gear and place it on shelf for pickup.
- iii. 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
- iv. Set up and clean tents
- v. Place sleeping bags in the washing machine
- vi. Clean smaller gear items (cooksets, water filter, etc.)
- vii. Check broken gear to complete any repairs, if possible
- viii. Check fuel levels of vehicles, take to Fleet to fill up
- ix. Clean out dirty vehicles, wash/vacuum at Fleet if necessary

III. THURSDAY

- a. After opening the ORC and register, the employee should:
 - i. Check emails and voicemail; return correspondence
- b. Pull gear for reservation requests (emailed to outdoors@uga.edu through Qualtrics). Fill out the renter's information on the rental form and put the form in the appropriate file tray. Pull the reserved gear and place it on shelf for pickup.
- 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

IV. FRIDAY

- a. After opening the ORC and register, the employee should:
 - i. Check emails and voicemail; return correspondence
 - ii. Pull gear for reservation requests (emailed to outdoors@uga.edu through Qualtrics). Fill out the renter's information on the rental form and put the form in the appropriate file tray. Pull the reserved gear and place on shelf for pickup.
- 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

V. 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. Repairing gear
 - iii. Researching trip ideas
 - iv. Practicing technical skills (gear repair, knot tying, etc.)
 - v. Other duties as assigned

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