



Office of Administration (OOA) Guide



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Introductions

The Office of Administration members are the first point of contact for members. Your main responsibility are things such as assisting members with procedural and administrative questions. Provide accurate information whenever possible. Redirecting inquiries that fall outside your authority to leadership or the correct division and always maintaining professionalism, accuracy, and accountability in your interactions.

Remember to remain professional and courteous at all times

Stay at your station and maintain focus

Ensure front-line positions are staffed before filing



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Rules within OOA

There are some simple rules and guides to follow.

- When at Filling at the help desk please be professional at all times.
- When you assisting other members always make sure you have done the you research and the correct answers
- Ensure front-line positions are staffed before filling other areas.
- Follow all DEA standards and ethical guidelines.

The following behaviors are prohibited while Filling the help desk (FTHD).

- Ignoring members who ask for assistance
- Leaving your station unattended or being idle.
- giving false information, guesses, or personal opinions.
- Socializing or engaging in unrelated activities while on duty
- Giving false information, guesses, or personal opinions
- Socializing or engaging in unrelated activities while on duty.
- Attempting to perform task outside your assigned responsibilities



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Your role with in OOA , is to fill the help desk .

Your main priority is helping out lower ranks in game on Habbo.

You may assist with on our other communcations such as discord assistance.

Fill the Help Desk (FTHD)



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Frequently Asked Questions

How can I join Discord?

- Go to **deahabbo.com**, scroll down and click the Discord icon.
- Request your role in the **#verify** channel.

How much do I earn?

- Agent to Intelligence 2c, Tactical Command to Divisional Leader 3c, Executive Leadership to 3iC 4c, 2iC+ 5c.

When are the pay times?

@Rank seller can be requested through Discord under the **#general-requests** channel.

How Do I request a rank seller?

- **@Rank** seller can be requested through Discord under the **#general-requests** channel.

How do I access the website?

- Access the website at **deahabbo.com**

How can I file a complaint?

- File a complaint with a member of Internal or External Affairs depending on the situation.

How to request LOA?

- Request LOA via the Portals 'Leaves' section.

How can I access Portal?

- Access the portal via **deahabbo.com**, register an account, then in Discord request **@Portal Admin** in **#general-requests** channel to verify your account.



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We want you act professional at all times. If someone is angry, upset or not very happy
Stay Calm and polite. There is no need too be angry back.

If someone whispers to you whisper back as it could be a private conversation and doesn't
want everyone else to know in base.

