OPERATING POLICY AND PROCEDURE

OP 61.09: Departmental Work Coordinators

DATE: May 26, 2013

PURPOSE: The purpose of this Operating Policy/Procedure (OP) is to define the role of the departmental work coordinators for building maintenance in campus buildings.

REVIEW: This OP will be reviewed in May of odd-numbered years by the assistant vice president for operations with substantive revisions forwarded to the vice president for administration & finance and chief financial officer.

POLICY/PROCEDURE

Responsibilities for the establishment, control, and administration of the campus departmental work coordinator program are as follows:

1. General

   a. In order to achieve better communication and improve maintenance service in all campus buildings, each university department will appoint a work coordinator from their staff.

   b. The appointed work coordinator for each department will serve as a central liaison for coordinating work requirements and scheduling utility shutdowns with Physical Plant’s Building Maintenance and Construction (BMC).

   c. The work coordinator will furnish BMC with needed information as well as informing department staff on the status of submitted work requirements.

2. Deans, Directors, and Chairpersons

Deans, directors, and chairpersons have the authority and responsibility to establish a work coordinator function within their area of responsibility. These responsibilities include, but are not limited to, the following:

   a. Appoint a work coordinator for the department. The work coordinator should coordinate all maintenance work in building(s) assigned to the department and be available during the normal workday (e.g., an administrator, secretary, etc.). Faculty representatives are often unavailable due to classroom teaching schedules.

   b. Notify BMC when a new work coordinator is appointed.

   c. Ensure that the work coordinator maintains a record of all work requirements submitted to BMC. This record should include the date of the request, work description, locations, work order number (obtained from BMC), and a completion date (see Attachment A for sample).
Obtaining a work order number is essential for follow-up on the status of work orders.

d. Ensure, unless it is an emergency (e.g., gas leak, water line break, etc.), that department personnel report building maintenance requirements to the departmental work coordinator. The work coordinator will then report it to BMC work control during normal duty hours (2-3301 and 2-3302) or hold it for the preventive maintenance crew on their next scheduled visit. For emergencies after normal duty hours, call 2-3328/2-3301. Non-emergency requests may be submitted online at http://www.physicalplant.ttu.edu/. (In the left hand column, select Work Order Request).

e. Ensure that the requesting department completes the online evaluation of the Operations Division - Building Maintenance and Construction Survey when it is received (Attachment B). This will provide necessary feedback to BMC on their performance in repairing and maintaining campus facilities. The completed surveys are routed through the appropriate work coordinator to give the status of the work requested.

3. Building Maintenance and Construction

BMC is responsible for the overall administration of the university work coordinator program. The director of BMC is responsible for:

a. Achieving good communication with university departments through the use of departmental work coordinators and BMC personnel.

b. Conducting training sessions as needed for all assigned departmental work coordinators. These sessions will provide a communication network to keep work coordinators informed of their responsibilities, changes in BMC operation policies, and to answer any questions the work coordinators might have. Incumbent work coordinators are also encouraged to attend these sessions.

c. Providing customer feedback opportunities through the use of the online Building Maintenance and Construction Survey. These surveys are sent to the work coordinator after work is completed and the work order is closed.

Attachment A: Departmental Service Request Status Log
http://www.depts.ttu.edu/opmanual/OP61.09A.pdf

Attachment B: Operations Division – Building Maintenance and Construction Survey
http://www.depts.ttu.edu/opmanual/OP61.09B.pdf