



TEXAS TECH UNIVERSITY™

Operating Policy and Procedure

OP 61.09: Departmental Building Coordinators

DATE: June 17, 2021

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

REVIEW: This OP will be reviewed in May of odd-numbered years by the Managing Director for Building Maintenance & Construction and the Associate Vice President for Operations with substantive revisions forwarded to the Senior Vice President for Administration & Finance and Chief Financial Officer.

POLICY/PROCEDURE

Responsibilities for the establishment, control, and administration of the campus departmental building 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 building coordinator from their staff.
- b. The appointed building coordinator for each department will serve as a central liaison for coordinating work requirements and scheduling utility shutdowns with Operations Division's Building Maintenance & Construction (BMC).
- c. The building 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 building coordinator function within their area of responsibility. These responsibilities include, but are not limited to, the following:

- a. Appoint a building coordinator for the department. The building coordinator should coordinate all maintenance work in building(s) assigned to the department and be available during the normal workday (e.g., an administrator, administrative business assistant, etc.). Faculty representatives are often unavailable due to classroom teaching schedules.
- b. Notify BMC at <https://odis.operations.ttu.edu/odcsc/default.aspx> when a new building coordinator is appointed. It is the responsibility of the building coordinator to ensure all contact information for the building occupants, chair, and dean are up to date and active.

- c. Ensure that the building 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 building coordinator. If it is an emergency, the building coordinator will report it to BMC work control during normal and after hours at 806.742.4OPS (4677). Non-emergency requests may be submitted online at <https://webtma.operations.ttu.edu:8080/home.html>.
- e. Ensure that the requesting department completes the online evaluation of the *Operations Division – Building Maintenance & 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 building coordinator to give the status of the work requested.

3. Building Maintenance & Construction

BMC is responsible for the overall administration of the university building coordinator program. The Managing Director of BMC is responsible for:

- a. Achieving good communication with university departments through the use of departmental building coordinators and BMC personnel.
- b. Conducting training sessions as needed for all assigned departmental building coordinators. These sessions will provide a communication network to keep building coordinators informed of their responsibilities and changes in BMC operation policies and to answer any questions the building coordinators might have. Incumbent building coordinators are also encouraged to attend these sessions.
- c. Providing customer feedback opportunities through the use of the online *Operations Division – Building Maintenance & Construction Survey*. These surveys are sent to the building coordinator after work is completed and the work order is closed.

[Attachment A: Departmental Service Request Status Log](#)

[Attachment B: Operations Division – Building Maintenance & Construction Survey](#)