

# Customer Care Training



## ***Training Program for Custodian & Maintenance Staff***

**“We are UH”**

# **Our Mission & Vision - Pride in Service.**

## ***Our Mission***

***Provide responsible and quality stewardship for the long term preservation and growth of the university's physical assets through the unified delivery of planned work, while remaining cost effective and competitive.***

## ***Our Vision***

***Ensure a quality environment for students, faculty, staff and visitors in support of the University's mission of teaching, research and community service.***

# Stewardship = Common Goals

*The “Keeper of the Hall” or the person trusted with the care of another’s property or affairs is a Steward.*

*The building and grounds of an institution must be treated “as assets which it must turn over to the next generation with an increased and not impaired in value.” Teddy Roosevelt*

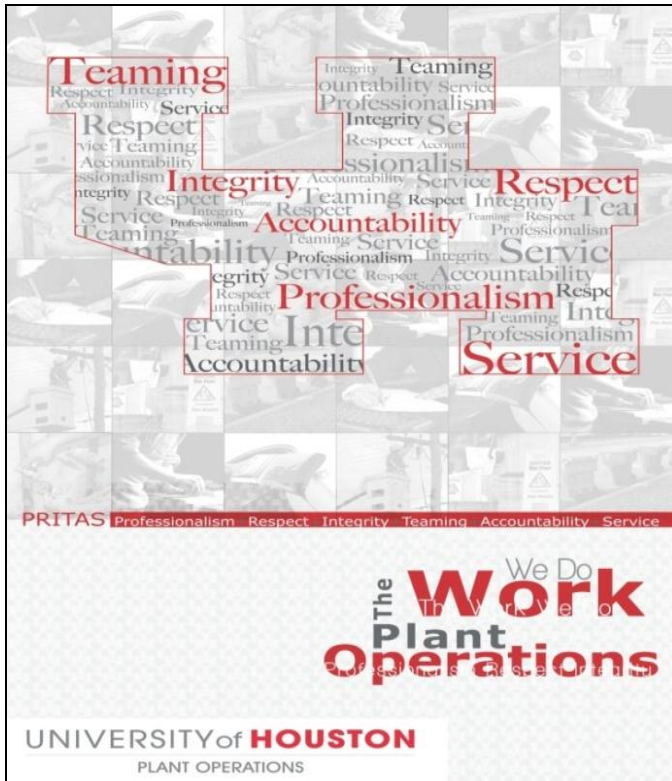
*See the space as “your space” and utilize the care and stewardship as if UH were your home*

*Neighborhood watch concept organizationally*

# Customer Care Training

- Taking ownership regardless of your role
  - Treat this like your home
  - Identify & proactively address issues
  - Step out of your box
    - Become “UH”
      - Speak with one voice
      - Understand tiered response (level 1, level 2 & level 3)
      - Communication & timely escalation are critical

# PRITAS – Core Values



***P***rofessionalism

***R***espect

***I***ntegrity

***T***eamwork

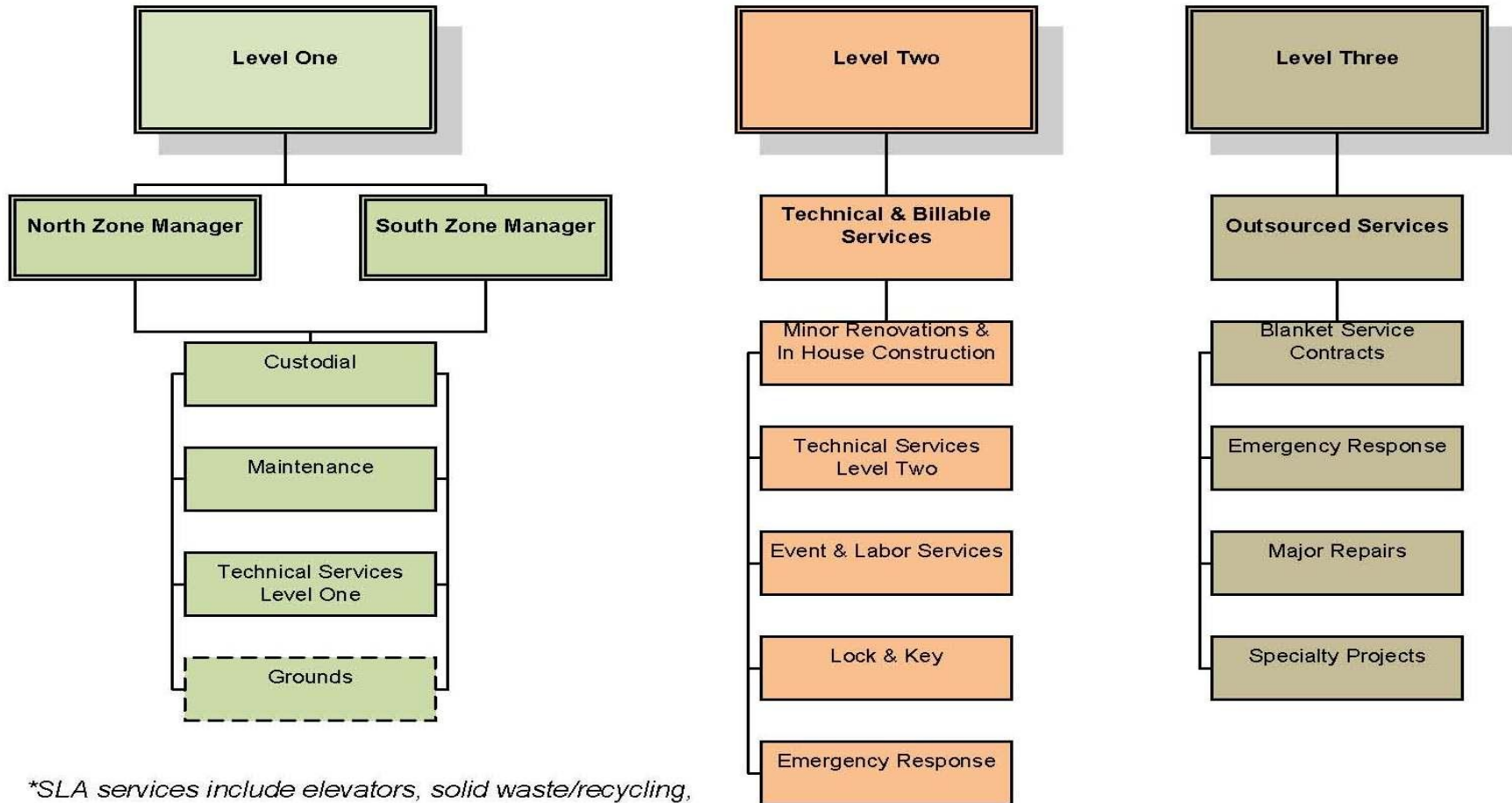
***A***ccountability

***S***ervice

# Functional Support Model

- Goal: No Duplication in Management
  - Point of service model
- Two Zones to support common services (Maintenance, Custodial & Grounds)
  - North
  - South
- Area Supervisor or FSS will be the Primary liaison with Building Coordinator
- Technical and Central Groups continue to support campus wide needs, planning and quality control

# FM Functional Zone Model



*\*SLA services include elevators, solid waste/recycling, pest control, grounds and any annual buy up services. The SLA's will be co-managed by Level One and Two.*

# Service Levels

<b>LEVEL ONE (Response Locally)</b>	<b>LEVEL TWO (Campus Support/Contractor)</b>	<b>LEVEL THREE (Emergency Responders )</b>
<b>Routine Maintenance</b>	<b>Continued System Issues</b>	<b>Life Safety</b>
<b>Minor repairs</b>	<b>Fire alarm</b>	<b>Supporting Services</b>
<b>Event setup (billable)</b>	<b>Elevator</b>	<b>Fire/Flood/Death</b>
<b>Minor Floods</b>	<b>HVAC &amp; Controls</b>	<b>Structural Failure</b>
	<b>Electrical infrastructure</b>	<b>Natural Disasters</b>
	<b>Security Alarm</b>	<b>Terrorism</b>
	<b>Building Access</b>	<b>Hazmat Incidents</b>
	<b>Security (doors and windows)</b>	
	<b>Outages</b>	



# Work Escalation Process

- Items needing escalation (depending on urgency)

## LEVEL II

- Contact area supervisor or zone manager
- Zone Manager or appointed designee contacts the Facility Service Center and the supervisor for the respective Level-2 shop
- The level-2 shop supervisor evaluates and prioritizes the call and dispatches appropriate personnel. All the level-2 staff time will be charged to individual work request associated with pre-created blanket billable project number for each auxiliary. For E&G support, level-2 time will be charged to individual work request (under service). These work request will be created by FSC as needed.

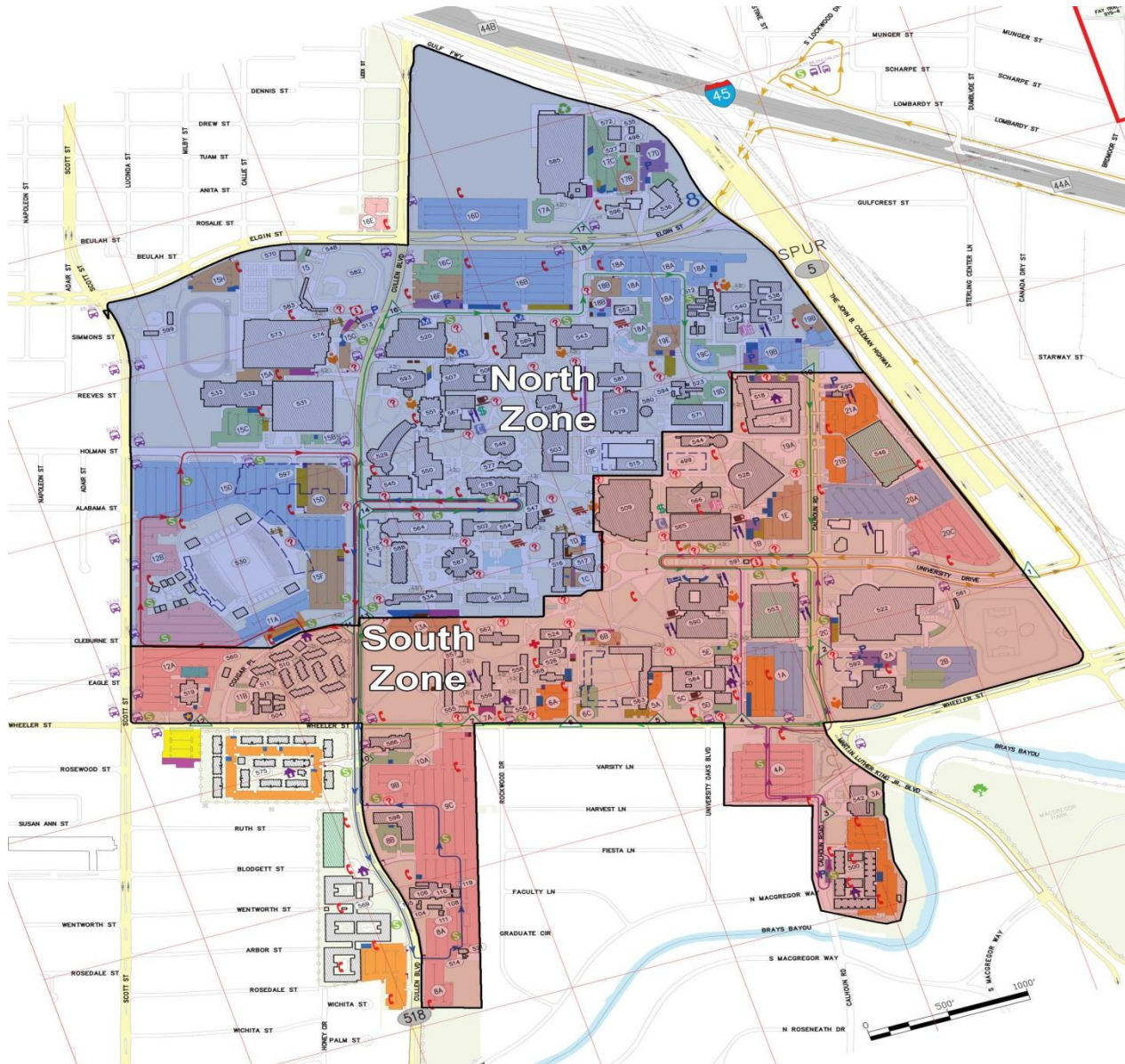
# Work Escalation Process

Items needing escalation (depending on urgency)

## LEVEL III

- Contact area supervisor or zone manager
- In case of EMERGENCY –LIFE SAFETY - Zone Manager or appointed designee contacts COTTON and/or the Facility Service Center and the supervisor for the respective Level-2 shop supervisor.
- For example: Ceiling leaks, broken pipes, light fixtures affected by any water leak
- In case of Major repairs below \$4M - Zone Manager or appointed designee contacts level II supervisor and Minor projects.
- The Zone Manager and/or the FSS will coordinate with the customer .
- For Example: Roof repairs, chiller repair etc.

# Zone Map



# Pooled Custodial Services

## **Custodial Pooled Services:**

- Floor Cleaning – Dust mopping; wet mopping, strip, wax and buff
- Carpet – vacuuming and shampooing
- Dusting – low to high level dusting (tables, chairs, furniture, pictures, lights, vents, window blinds and ledges)
- Wipe down walls and doors
- Windows inside/outside
- Restrooms – clean fixtures, partitions, floors, walls, replenish paper products, unclog toilets
- Trash Removal
- Frequency documentation available

# Pooled Maintenance Services – Level One

## **Pooled services routine maintenance responsibilities:**

- Plumbing: Address clogs, leaks, and minor repairs inside building and up to 5 ft. outside for domestic water and sanitary lines.
- Electrical: Light bulb changes, ballast change out, appliances minor repairs.
- Mechanical and controls: Changing out filters, belts, greasing motors, doing preventive maintenance, addressing hot and cold calls, including T-stat relocations.
- Fire Alarm: Request Burn permits, change smoke detectors, and respond to alarms
- Carpentry & Painting: Painting, wall, door, floor, and ceiling repair on PM schedule – out of schedule would be billable.
- Planning Services: including renewal, deferred maintenance, and capital planning
- Management Oversight for Facilities, Service Agreements & Contracts

# Maintenance Services – Level Two

## **Technical & billable services responsibilities (*Level Two*):**

- Infrastructure: All utility services (domestic water, sanitary, storm, chilled water/steam production and electrical services to the building) 5ft outside the building and beyond.
- Electrical: Preventive maintenance of high voltage vaults, electrical distribution, and coordination of Cougar substation work.
- Mechanical, HVAC, and controls: Chilled water, steam, and condensate distribution, inspection and corrective action for items identified during routine maintenance, changing bearings, pulleys, coil cleaning, and trouble shooting.
- Fire and Life Safety: Major problem resolution, trouble shooting, addressing network issues, annual testing, fire pumps monthly tests.
- Small repair or renovation projects.
- Labor services (office/departmental moves)
- Event Services
- Lock & Key
- Level-2 emergency response/repairs

# Work Management System

## **FME Overview**

Work order system utilized for E&G services and all billable. The system will be utilized for all requests with the exception of RLH service requests (TMA). Parallel system will be utilized to eliminate rapid customer re-education.

## **Updates**

- Custodial/Maintenance integration into North and South Zones.
- Previous Categories(Skilled Trades, Custodial Day/Night/Evening/, Labor Shop)
- Updated Categories (N. Custodial, N. Maintenance, S. Custodial, S. Maintenance )
- Elimination of previous unused shops, which will provide less chances of errors that may exist.
- Holistic work order statuses \*Elimination of duplicated statuses across shops\*
- Historical shop data will be accessible through search options

## **Facility Service Center Deliverables**

- Weekly tracking report to identify outstanding requests.
- Resource in identifying escalation of service request (CRDM, Project, SL-2 requests)



# Work Management System (Contd..)

## **TMA**

TMA is a web interfaced system utilized for student input into work management system. This system will be ran parallel to FME to eliminate the any possible confusion that may exist between students. Currently, 250-350 work requests are being processed by weekly by students through this system.

## **Updates**

- Will only be utilized for serviceable requests in Residential Life & Housing locations. Billable work requests will be reroute through FME. This will be managed through a collaborative effort with zones managers, supervisors, and leads and the Facilities Service Center.
- Work request will be issued to a specified location in the south zone to be distributed to notate associates.
- More specific in allocating work requests to zone specialist (TMA has more categories that can be utilized by the distributor of the work request)

## **Facilities Service Center Deliverables**

- Weekly reports will be delivered to identify any pending work requests.
- Collaborative effort management team to insure that all escalated work requests are allocated to the correct Service Level.



# Service Model Development FY12

Pooled Services Central Facilities Services (Level One)	Service Agreements Non Pooled Services	Billable Technical Services (Level Two)	Utilities	Project & Other (Level Three)
Routine Maintenance (Level 1) - Staffing	Elevators	Level 2 – Technical Trade Services Utilized	Estimate Annual based on prior year	Major Repairs
Custodial Level One Services – Staffing	Pest Control	Electrical	Encumber full amount (annual)	Outsourced Renovations or specialty services/projects
FM Management Services	Solid Waste	Mechanical	Bill Monthly	Emergencies & Emergency Management - Level 3 response
Capital Planning, including deferred maintenance	Field Contracts (CRWC and Athletics)	HVAC/Fire Alarm	Reconcile Quarterly	Outsourced Services & Contracts
Facilities Services Center	Service buy-ups	Small Projects/Renovations	Annual Utilization reports	
Global Contracts Supervision and Billing	Grounds	Items above routine maintenance		
Emergency Mgmt and recovery services Level 1 response		Lock Shop/Key Control		
		Emergency Mgmt and recovery services Level 2 response		



# Billable Rate Chart

SERVICE	EXTERNAL RATE	TRANSFER RATE	EXAMPLES
<b>Auto Service</b> Regular Overtime	\$26.25/hr \$39.38/hr		All Auto Repairs
<b>Craft Services</b> Regular Overtime	\$30.02/hr \$45.03/hr	\$21.03/hr \$31.55/hr	Skilled Trades Carpentry, Exterior Maintenance, Plumbing, Painting, Lock, Labor, Moves, Event Setup (above normal schedule)
<b>Technical Services</b> Regular Overtime	\$32.91/hr \$49.36/hr	\$25.06/hr \$37.59/hr	HVAC, EMECS, Elevator, Electrical, Mechanical, Fire Alarm, General Utility Support
<b>General Support Services</b> Regular Overtime	\$19.69/hr \$29.53/hr	\$13.14/hr \$19.71/hr	Custodial, Grounds, Solid Waste, Recycling

# Quality Service

Everyday interaction with people addressing their needs, wants and expectations require special skills of tact, diplomacy and positive attitude, combined with knowledge and flexibility.

# Why is Quality Service Challenging?

- Every situation we face is different
- Every Customer is different
- Employees have no control over what attitudes, needs, expectations and experiences any one customer may bring to the situation.

# Quality Service

Delivering quality service means creating a positive and memorable experience for every Customer

Understanding and anticipating each Customer's wants and needs

Meeting and exceeding every Customer's expectations

Helping associates fulfill our customers' wishes

Delivering quality service is not *part* of our job - *it is our job*.

# Skills for Meeting and Exceeding Customer's Expectations

- Professional Appearance
- Professionalism and respect
- Courteous disposition
- Show concern when required
- Flexibility and adaptability in services

# Five Basics of Service Excellence

1. Look at me
2. Smile at me
3. Talk to me
4. Listen to me
5. Thank me

# Attitude is the Key to Success

- Our Attitude towards students, faculty, staff, and colleagues influence our behavior
- We can not always show how we feel
- Our Attitude reflects the level of our job satisfaction
- It affects every one who comes in contact with us, either in person or on the telephone.



# Attitude

- Part of your responsibility is being a good steward to public.
- Our Attitude is not fixed. The attitude we choose to display is up to us.
- It is not only reflected by our tone of voice, but also by the way we stand or sit, facial expression and other non-verbal ways.

***Choose*** the right attitude in the morning - you will carry it throughout the day!

# Professional Image and Conduct Policy

## Policy

- To allow employees to wear comfortable attire, while being mindful of professional image and conduct as well as professional attire.

## Purpose

- To establish guidelines for dress, appearance, conduct and safety of all Plant Operations personnel.
- The department staff should present a visual identity that represents our professionalism and contribution to the university.

# Definitions

- Casual Friday Attire – Casual Friday attire is Business Casual attire with a Plant Operations Facilities Management polo and uniform pants for uniformed employees.
- Head Gear – Any cap or hat that covers the head.
- Shoes and Footwear – Should be appropriate for the work performed - closed-toed shoes are required in shop areas for uniformed employees.

# All Plant Operations FM Employees

- Identification badges are to be prominently displayed on the front of the staff member so the photo is clearly visible to others
- Clothing must be clean, fit properly, and be in good repair and free of profanity and offensive slogans.
- Headwear – All caps should have a UH or Plant Operations logo. Hats and caps are not to be worn in meetings other than religious headwear.
- Employees should have good personal hygiene. Hair, including facial hair, should be clean and well groomed. Hair may not be dyed any unnatural hair colors.
- Employees should be aware of the use of safety and personal protective equipment.
- Supervisor may designate attire for special work assignments consistent with the intent of the professional appearance and safety concerns of the department.

# Uniformed Employees

- Service and maintenance employees are required to wear a Plant Operations uniform.
- Shirts are to be buttoned and tucked into uniform pants.
- A belt or suspenders are to be worn with pants.
- To ensure personal safety, no open-toed shoes are permitted.

# Casual Friday's

- Uniformed staff may wear Plant Operations FM Polo with a collar (No T-Shirts) with their uniform pants or well maintained denim jeans.
- **Red shirts** are strongly encouraged to be worn in an effort to express Cougar Pride and support the University's goals towards advancement.

# Professional Conduct

- Employees will respect the diversity of individuals in the workplace.
- Employees will not use vulgar, intimidating or abusive language, or otherwise engage in conduct that reflects poorly on Plant Operations FM.
- Employees will comply with the University Policy on Violence (MAPP 02.04.04).
- Employees will comply with the University's MAPP Policy (07.02.02), including the prohibition of smoking:
  - In every University-owned or leased motor vehicle.
  - Within 15 feet of any entrance to every building on campus.
- The use of all Tobacco products, including Chewing Tobacco, is prohibited during the work shift or while representing the University.

# Performance, Communication and Development

- **Knowledge of Work**

- In order to carry out the required duties, you must
  - Know all aspects of the job
  - Know methods required to do the job correctly and efficiently
  - Listen and follow instructions or ask for assistance if necessary

- **Work Quality**

- The service level in a facility is determined by how well you do your work.
  - If your work is not done well, this will only create more work for you or someone else
  - Someone said, "A job worth doing is worth doing right, or not at all."
  - A good example of this would be floor care.
    - In preparing to apply the finish, correct preparation of the floor determines how well the finish will adhere to the floor. If not done correctly, the finish will chip and powder, this causes more work and time for you.
  - So, when you tackle a job, do it well and use correct methods.



# Performance, Communication and Development Cont.

- **Work Quantity**
  - As you begin to know your job and what is required of you, you will improve on the quantity of work you can do in an eight hour shift.
  - Don't sacrifice quality for quantity.
  - As experience increases, you will find the most efficient method that will obtain both desired results.
- **Initiative**
  - There will be situations that arise which will require you to act on your own initiative.
  - For example, the flooding of a laboratory with water will require your prompt action to get it off the floor.
  - There will be times when you observe other needed work which should be done promptly.
  - In such situations, you should take the initiative to get the work done.

A good employee makes an effort to perform any task to the best of his or her ability. And he or she always looks for ways to do each job just a bit better and takes advantage of opportunities to learn from training, study, and other persons.

# Performance, Communication and Development Cont.

- **Dependability**

- Your job as a FM employee requires you to be dependable
- It means to be counted upon to carry out all the duties assigned to you
  - The basic question you should ask yourself is, "Can my supervisor rely on me to get the job done correctly in the most efficient manner?"
- This will determine to what extent you are dependable.

- **Attitude**

- Your attitude toward the University, Facilities Management, your job, and the people with whom you work will have a bearing on how well you do your job and how pleasant it is for you.
- People will respond to you in much the same manner that you treat them
- If you have a "chip on your shoulder," it is not acceptable.
- A pleasant, cheerful, courteous, and helpful attitude will make your job easier and will help you build better relationships.

# Performance, Communication and Development Cont.

- **Safety**

- If you work safely, you will help to prevent injury to yourself and others
- There are many safety measures to keep in mind, For Example: not leaving buckets or other items on stairs or in a walkway.
- Remember, think safety on the job as well as off the job to protect yourself, your family, and others.

- **Attendance**

- Every individual in the FM Department has a job to do
- When you are absent from work, someone will have to do it for you
- Your attendance makes it easier for everyone and will avoid having an important task left undone and prevent overloading of one or more of your fellow workers
- Of course, being absent from work is necessary for everyone at times
- You may be sick or have some family emergency which will require you to be absent
- Certainly, when you are sick, you should stay at home and get well as soon as possible.

# Normal Work Schedule

- For Custodial Staff there are three shifts operational seven days per week:

- Day Shift                      6:00 a.m. - 2:30 p.m.
- Evening Shift                2:30 p.m. - 11:00 p.m.
- Night Shift                    10:00 p.m. - 6:30 a.m.

There will be no shift rotations between shifts

- An employee will work the shift he or she is regularly assigned

- For Maintenance Staff there are three shifts :

- Day Shift                      7:00 a.m. - 3:30 p.m.
- Day (Swing Shift)        9:30 a.m. - 6:00 p.m.
- Evening Shift                2:30 p.m. - 11:00 p.m.

- Rest Breaks

- Two fifteen (15) minute rest breaks are allowed. One is to be taken during the first half of your shift, the other during the second half. **For reasons of building security, you are required to take your breaks in your own building, and in a public area.**

- Lunch Period

- A half hour (30 minutes) is allowed for your lunch period

# Sick Leave

## **Sick leave may be used when:**

- Personal sickness, injury, or confinement prevent the employee's performance of duty, for medical and dental appointments, or when the employee is needed to care for and assist a member of his immediate family who is actually ill.
- An employee who must be absent from duty because of illness shall notify his/her supervisor or have the supervisor notified of that fact prior to start of their work shift
- When an employee returns to work after taking sick leave, he/she is required to complete a sick leave application within 24 hours upon return to work
- If the employee is out for three consecutive days or more a doctor's certificate is required.

# Sick Leave Abuse

## Sick Leave Abuse

- A. Any one or a combination of the following guidelines will be used to determine the abuse of sick leave entitlement:
1. When a pattern of using sick leave at the same rate it is being earned develops (such as using one day every month). Should an employee require a regular treatment or procedure this will not constitute abuse of sick leave. However, medical documentation is required related to the treatment or procedure.
  2. When at least half of the sick leave absences taken in a six-month period occur on Mondays, Friday or on other days that extend holidays, vacations or other days off from work.
  3. More than three within a three-month period undocumented.

# Sick Leave Abuse Cont.

## **Correcting Sick Leave Abuse**

B. The following procedures will be followed:

1. Employee will be advised in writing when there is reason to believe sick leave is being abused, and be reminded of the valid reasons to take sick leave.
2. The employee will be advised that for the next six months a doctor's statement will be required to support any sick leave taken.
3. Continued abuse will result in progressive disciplinary action up to and including termination.

# Tardiness

## **Tardiness**

- Employees are expected to maintain a punctual and regular attendance record
- Being repeatedly late for work, (three times or more within a six month period) without documentation is grounds for progressive disciplinary action: Up to and including termination.

## **Reporting Late/Leaving Early for Medical Reasons**

- When an employee reports to work late and the reason given is that he/she had a doctor's/dentist appointment, he/she must provide to his/her supervisor the doctor/dentist certificate showing the date and time of appointment
- If an employee asks to leave early for a doctor/dentist appointment, a certificate must be presented to his/her supervisor within 24 hours upon return to work



# Security / Safety

To protect departmental personnel, the following departmental procedures have been established

- All FM personnel are responsible for the equipment they use while on duty
  - No equipment or supplies shall be left unattended at any time
  - Equipment and supplies not being used will be locked in the assigned Custodial closet or lockers
- Each employee will inspect his/her area of responsibility during their shift
  - If during the course of working on your assigned tasks you notice any unusual conditions, i.e., broken windows, broken or missing furniture, unlocked doors normally locked or observe any suspicious persons you will immediately notify your immediate supervisor.
- Unknown persons observed in the area should be reported to your supervisor
  - Any FM employee noticing unauthorized persons removing an item from his/her area of responsibility will report such action to his or her immediate supervisor with a full description immediately
  - The supervisor will investigate & take appropriate action
  - If supervisor is not immediately available, call the University Police 743-3333

# Security / Safety Cont.

- Keys assigned to you are your responsibility.
  - Employees' will keep their assigned keys attached at all times during their shift.
  - Do not loan or pass keys back and forth.
  - Supervisors will insure that all assigned keys are returned as required.
  - Lost keys should be reported to Lock shop.
  
- Room and building security is the responsibility of all employees
  - Each custodial employee is assigned an area of responsibility.
  - This responsibility includes the unlocking and locking of designated doors with proper notification within that area.
  - The supervisor will instruct each employee and insure that this responsibility is carried out.
  - FM staff ***will not*** unlock scheduled secured areas for any request.
  - Requests to open areas must come through Public Safety or the Facilities Service Center.

*Please help the department and yourself by carefully following the above policy*

# Lost and Found

- Occasionally you may find articles which someone has lost.
- All articles are to be turned in to your supervisor immediately
- Books and other educational materials are not to be removed from classrooms/hallways at any time

# Material Safety Data Sheets

## Material Safety Data Sheets - MSDS

- Information on the chemicals and products we use can be found in the Material Safety Data Sheets
- These reference documents are kept in the main sign-in stations in a binder labeled MSDS or in maintenance shops
- The documents contain information on the safe use, storage, and disposal of chemicals along with precautions and in some cases recommendations for use of gloves, protective eyewear, etc.
- MSDS information on commonly used products are topics of the regularly scheduled safety meetings
- If you do not have MSDS on the products that are in use, contact your supervisor

**NOTE:** The MSDS sheets can give useful safety information only if you know the chemicals and products that are used. This is the most important reason to have **ALL** containers clearly labeled with the chemicals and products that are contained in them.

# Custodial and attic stock space

- Custodial closets are areas that are designated as storage and staging areas for the products, materials, tools, and equipment that we use
  - As these spaces are often small for the amount of items in them, it is essential to keep these closets organized and tidy
  - Except for equipment, items should not be placed on the floor
  - Electrical cords for the equipment should be rolled up
  - Mops, brooms, and other tools with handles should be hung on the wall
  - Each closet should have an inventory list posted of the items that are normally stored there
  - Custodial closet doors should be kept closed and locked at all times when not in use.
- Storage closets and attic stock storage
  - These are areas in various places in building on campus where materials and supplies and sometimes equipment are stored for later distribution to each floor in each building for use later
  - A list of the normal inventory of items is posted
  - A sign out form is kept in the closet to record whenever items are placed in the closet and whenever items are removed from the closet
  - It is important to record the amount, date, and FM staff name, when items are delivered or removed

# Frequency Chart – Custodial Services

## Entranceways

TASK	FREQUENCY	SHIFT
Open/Secure Doors for cleaning purposes only	Daily	Day
Sweep/Dust Mop Floors	Daily	Night
Vacuum/Roll-Up Walk-Off Mats	Daily	Night
Sweep Outside Ramp/Landing	Daily	Day
Empty Waste Containers	Daily	Night
Clean Window/Door Glass	Weekly (2x)	Day
Damp Mop Floor	Weekly	Night
Spot Clean Walls/Doors	Monthly	Night
Scrub/Recoat Floors	Quarterly	Night
Clean/Extract Walk-Off Mats	Quarterly	Night
Strip/Refinish Floors	Annually	Night

# Frequency Chart – Custodial Services



# Level -1 Duties and Responsibilities

## Electrical (277 V or less)

- Lighting
  - Lighting (all areas attached to facility) and reachable with a ladder or 30' lift (includes lamp recycling)
  - Ballast
  - Light Fixtures (all areas attached to facility) including courtyard, breezeways, and atriums
  - Exit Signs
- Electrical
  - Receptacles
  - Light Switches, dimmer switches, occupancy sensors, motion sensors, photo cells, and timers.
  - Reset Circuit Breakers (2 resets and less)
  - Assist Level 2 with pulling wire for existing faulty circuits



# Level -1 Duties and Responsibilities

## Plumbing

- Bathroom/Restroom and Kitchen Sinks
  - Clogs
  - Adjustments
  - Repair, rebuild and replace faucets
  - Replace sinks
  - Repair or replace drain lines
  - Replace strainer
  - Replace aerator
  - Repair or replace water shut-off valve depending on location and difficulty of primary shut off
  - Garbage disposals (Kitchen)
- Showers
  - Clogs
  - Adjustments
  - Rebuild or replace valve stems

# Level -1 Duties and Responsibilities

## **Plumbing (Contd..)**

- Replace valve seats
  - Shower heads
  - Shower neck
  - Replace faucets
  
- Toilets/Urinals
  - Clogs and adjustments
  - Vacuum Breaker
  - O-rings
  - Flush Valves and all related components (Auto & Manual)
  - Spuds
  - Wax Ring
  - Seats
  
- Water Fountains
  - Clogs and adjustments
  - Leaks, filters

# Level -1 Duties and Responsibilities

## **Carpentry**

- Doors
  - Hinges
  - Closures
  - Peep holes
  - Door knobs
  - Door sweeps
  - Handles
  - Mechanical locks
  - Panic hardware
  - Doors (all types)
  
- Walls
  - Sheetrock
  - Wood, glass and block paneling
  - FRP
  - Laminated wall panels
  - Sound board panels

# Level -1 Duties and Responsibilities

## **Carpentry (Contd..)**

- Flooring
  - Ceramic
  - VCT
  - Rubber tile
  - Carpet
  - Concrete pavers
  - Wood flooring
  - Decks
  - Stairs/Steps
  - Handrails
  - Rubber stair treads
  
- Windows
  - Small scaled single pane replacement
  - Securing of broken windows

# Level -1 Duties and Responsibilities

## **Carpentry (Contd..)**

- Furniture repair (billable)
  - Chairs
  - Beds
  - Dressers
  - Drawers
  - Medicine cabinets
  - Paint
  - Stain
    - Sliding closet doors
    - Bathroom partitions

## **Exterior Maintenance**

- Seal cracks in walls and repair joints
- Gutter system repair
- Roof coating (billable)
- Pressure washing (billable)

# Level -1 Duties and Responsibilities

## Fire Protection

- Change smoke detectors
- Assist with fire alarms check

## HVAC

- Filter and belts changes (PM)
- Primary condensate pan checks and drain tabs(PM)
- Greasing bearings and motors (PM)
- Coil cleaning (PM)
- Visual and audible checks (PM)
- Fill out equipment failure report (Forward to necessary Technical Trade area)
- Hot and cold calls to adjust thermostat only

## Mechanical

- Belt changes on exhaust fans (PM)

# Level -1 Duties and Responsibilities

## **Appliances**

- Microwaves (RLH only)
- Stoves (RLH only)
- Refrigerators (minor repairs) (RLH only)
- Washers (RLH & CRWC)
- Dryers (RLH & CRWC)
- Ice Machines (RLH only)

## **Locksmith Responsibilities:**

- Fix, rebuild, and replace lock mechanism (body only)
- Closures
- Strike plates
- Panic devices
- Latches

# Building Inspections

## Purpose

- To maintain a safe environment for students, staff, and visitors, a building inspection will be conducted by the Zone Manager, Supervisor, and Lead

## Process

- The custodian(s) are responsible for the general cleanliness and upkeep of the entire facility. The maintenance staff is responsible for the routine maintenance in their assigned zones.
- Supervisors along with the leads will conduct random monthly inspections to assure areas are being maintained and cleaned properly
- The Zone Manager will conduct quarterly inspections for each area
- Some facilities, depending on the operations, may require inspections more frequently.



# Building Coordinator Program

## **Purpose**

- Coordination of building operations by various departments.

## **Mission**

- To facilitate communications, support facility capital planning and represent user needs within the buildings. These relationships once built between building occupants and appropriate campus support units will help to enhance and improve facility services on campus.
- To provide a forum for discussion and resolution for occupancy problems.

## **Building Coordinator**

- Is a University employee who has a defined role in campus emergency/disaster preparedness and building maintenance. The intent is not to create positions, but to streamline and focus efforts using appointed existing university resources.

### **Responsibilities:**

1. Serve as building contact between occupants, essential service providers and emergency responders if an emergency occurs during regular hours (i.e. Work Requests)
2. Act as coordinator for building occupants in implementing building emergency response and evacuation plans.

# Building Coordinator Program

## **Responsibilities (Contd.):**

3. Work as building liaison to other campus departments and units that provide support, assistance and input to emergency preparedness planning.
4. He or she serves as the primary communication liaison between campus support agencies and building occupants.
5. Notify occupants of impending access interruption to public areas or utilities in the building.
6. Post notices of renovation and construction work in the building that could affect occupants (i.e. fire drills).
7. Work directly with Public Safety/Environmental Health and Safety (EHS), serving in the capacity of fire warden and Alternate Duty Safety Officer in matters of safety and security for their building.
8. As needed, periodically schedule time with Plant Operation and/or Public Safety, to discuss specific problems or concerns within their assigned building.
9. Tour assigned building(s) on a regular basis to help identify equipment and/or facility problems and report issues like doors not closing or locking correctly, light bulbs that are burned out or not working, trash accumulation, pest issues, noxious odors, maintenance issues, water leaks or drainage concerns, etc.
10. Train an alternate to assume duties when primary is on leave, absent or not available.
11. Attend an initial training session on the role of the building coordinator. Attend annual training session, which will be conducted by the Building Coordinator Committee.
12. Have communication access via email, office phone and cell phone.
13. Be available during normal business hours as well as after hours.
14. Work at an operational level.

# Building Coordinator Program

## **Critical Success Factors**

- Effective Communications & Communication Plan
- General Management/Daily Work/Facility Service Requests
- Health and Safety
- Utility Shutdowns/Outages
- Building Renovations/Remodeling
- Emergency Disaster Preparedness – Liaison to Building Safety Warden Program

**Building Coordinator Program went live in July 2011**

**More Information:**

<http://www.uh.edu/plantops/about-us/committees/building-coordinator-program/>

# Q&A