

Building Coordinator & Maintenance Point of Contact

Hand Book

EASTERN ILLINOIS UNIVERSITY

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Internal Governing Policy

1997 Building Coordinators IGP # 137

The Vice President for Business Affairs or designee will identify a responsible administrator (dean/director level or higher) in each campus building who represents the majority of the building's occupants. The responsible administrator will designate an individual to serve as Building Coordinator until the administrator deems it necessary to appoint a replacement. The purpose of the Building Coordinator is to provide an official means of communication between support units and occupants of campus buildings.

The Building Coordinator receives and transmits information between building occupants and appropriate support units. The Building Coordinator gathers facts and distributes information concerning the building he or she represents for students, the public, faculty and staff regarding conditions that may arise. This information may include changes in regular building conditions, such as utility service interruptions, construction/renovation projects, fire safety, updates on weather conditions and other environmental concerns.

Monitor: Vice President for Business Affairs

2009 Revised Draft of IGP # 137

The purpose of the Building Coordinator is to provide an official means of communication among Facilities Planning and Management (FPM), support units, and occupants of campus buildings. The Vice President for Business Affairs or designee shall identify a responsible administrator (dean/director level or higher) for each campus building who represents the building's occupants. The responsible administrator shall designate an individual to serve as Building Coordinator until the administrator deems it necessary to appoint a replacement. The Building Coordinator role will be to receive and transmit information between building occupants and appropriate support units. The Building Coordinator gathers facts and disseminates any information affecting the building operations which may impact students, public, faculty, and staff. This information may include, but is not necessarily limited to, changes in regular building conditions, such as utility service interruptions and construction/renovations projects affecting a building. The appropriate Dean or Director will also designate Maintenance Points of Contact(s) (MPC) (in the case of multiple departments housed in the same building) to serve as the interface with FPM's Computerized Maintenance Management System (CMMS) or work control. The MPC will work in conjunction with the Building Coordinator and FPM to ensure that maintenance work, activities, or conditions which will impact normal building operations are communicated in a timely manner.

Program overviews:

The Primary Purpose of the BC role

- Provide official means of communication between support units and occupants of buildings
- Gather information and understand what is being requested
- Receive and transmit information between support units and occupants
- Represent the occupants in regards to the effect of the proposed temporary or permanent change in building conditions

The Primary Purpose of the MPC role

- Gather information and understand what is being requested
- Act as focal point for communicating day to day maintenance needs for you academic area or building.
- Access the CMMS work request system directly to input work requests
- Communicate directly with work control.
- Provide BC “coverage” during absences and vacations.

Sources of information:

Internal:

At times the building occupants may need to communicate with someone about their building. If they have a maintenance need, it is preferred that they contact their MPC. In an emergency or immediate need they should call FPM's work control directly at 581-3416. However, on occasion some needs arise that the present system and program do not address. The building coordinator will help clarify the need or concern and direct the need to an agency or individual that may provide assistance or help.

External:

Facilities Planning and Management

The majority of BC's, MPC's communications will be between the FPM department and the BCs and/or MPCs. The majority of the communications will be on non - emergency subjects.

Questions concerning work orders, maintenance, structure problems, and other questions related to projects and maintenance of buildings and grounds should be directed to FPM. On occasion special communications will need to be distributed to the BCs and MPCs that involve disruption of building functions. This type of notification will come via e-mail, fax, phone calls, or personal visits.

Communication methods:

- Email
- Phone
- CMMS

Emergency service requests are generally related to: safety, security, and/or the potential for major damage.

Work control is here during the day from 7:00 am to 3:00 pm, Monday through Friday.
Please call **581-3416** ext #1 for **emergencies**, #2 for **elevator calls**, and #3 to leave a **voice mail**.

Voice mail is for **non-emergency** requests only. All emergency calls outside normal work hours may result in overtime charges, and the calling departments may be responsible for this cost.

Non-emergency request may be sent to email address eiumaint@eiu.edu
Please be sure to include your:

- Name
- Phone number
- Building
- Room/Office number
- Description of your problem

After hours calls are automatically transferred to an answering service which will dispatch emergencies to on-call personnel.

Staffing

The following shops have evening and/or weekend shifts:

Carpenter Shop: 2 pm -10 pm Mon-Fri.

Electricians: 2 pm -10 pm Mon-Fri.

Plumbing Shop: until 5:30pm Mon-Fri.

Environmental Control: 2 pm -10 pm Mon-Fri. & 7 am-3 pm Sat & Sun.

CATASTROPHIC EMERGENCIES

Consult the red emergency handbook in the department or classroom and follow the handbook instructions.

Change management:

To insure up to date BC or MPC contact information individuals whose status has changed should contact Work Control at eiumaint@eiu.edu. After the start of each semester FPM will send out an email to current list members reminding individuals to update their status.