



# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

## Operating Policy and Procedure

**HSCEP OP:** 61.09, **Departmental Work Coordinators**

**PURPOSE:** The purpose of this Texas Tech University Health Sciences Center El Paso Operating Policy and Procedure (HSCEP OP) is to define the role of the Departmental Work Coordinators for Facilities Operations and Maintenance or designee in TTUHSCEP facilities.

**REVIEW:** This HSCEP OP will be reviewed on September 1 of each odd-numbered year (ONY) by the Senior Director of Business Services - Physical Plant, and the Managing Director for Physical Plant and Support Services or designees, with recommendations for revisions submitted to the Chief Operating Officer (COO) or designee by September 30.

### **POLICY/PROCEDURE:**

#### **1. General.**

- a. In order to attain favorable communications and improve maintenance service in all HSCEP facilities, each TTUHSCEP department shall appoint a Departmental Work Coordinator from its departmental personnel.
- b. The Departmental Work Coordinator will serve as a central liaison for coordinating maintenance work requests and scheduling utility shutdowns with Physical Plant/Facilities Operations and Maintenance.
- c. The Departmental Work Coordinator will be responsible for furnishing Physical Plant/Facilities Operations and Maintenance with needed information, as well as keeping personnel in the department informed on the status of submitted work requests.

#### **2. Departmental Responsibilities.**

- a. Deans, directors, and department heads are responsible for appointing an employee to serve as the Departmental Work Coordinator by completing and submitting Attachment A, DEPARTMENTAL WORK COORDINATOR. The Departmental Work Coordinator should be an employee who is available during the normal workday (e.g., an administrator, secretary, etc.).
- b. Department heads are also responsible for notifying Physical Plant/Facilities Operations and Maintenance when the designated Departmental Work Coordinator has changed.
- c. The department head should assure that, unless it is an emergency (i.e., gas leak, water line break, etc.), department personnel report their building maintenance requests to the Departmental Work Coordinator. Thereafter, the Departmental Work Coordinator will submit the request to Physical Plant/Facilities Operations and Maintenance.

#### **3. Departmental Work Coordinator's Responsibilities.**

- a. The Departmental Work Coordinator should coordinate all maintenance work in departmental space.
- b. The Departmental Work Coordinator shall also maintain a record of all work requests

submitted to Physical Plant/Facilities Operations and Maintenance. This record should include, but not be limited to, date of request, work description, work order number (assigned by Physical Plant/Facilities Operations and Maintenance), and locations.

- c. The Departmental Work Coordinator shall ensure that personnel requesting the services of Physical Plant/Facilities Operations and Maintenance, complete the evaluation portion of the JOB COMPLETION cards (Attachment B) which are supplied by Physical Plant/Business Services. This evaluation will provide feedback to Facilities Operations and Maintenance relating to their performance.

4. **Physical Plant/Business Services.**

Physical Plant/Business Services is responsible for the overall administration of the Work Coordinator program. The Senior Director of Physical Plant/Business Services is responsible for:

- a. Attaining effective rapport with TTUHSCEP departments through the communication and interaction of the Departmental Work Coordinator and Facilities Operations and Maintenance personnel.
- b. Conducting training sessions for newly appointed Departmental Work Coordinators. These sessions will provide a communications network to inform Departmental Work Coordinators of the operating policies of Physical Plant/Facilities Operations and Maintenance, to counsel Departmental Work Coordinators on their responsibilities, and to respond to inquiries from the Departmental Work Coordinators. All Departmental Work Coordinators are invited and encouraged to attend these sessions.
- c. Facilitating customer feedback with the distribution of JOB COMPLETION cards. Plant Operations/Facilities Operations and Maintenance personnel will leave a JOB COMPLETION card with the department requesting the work. The completed card will provide Physical Plant/Facilities Operations and Maintenance useful feedback regarding customer expectations, the quality of the completed work and a means to evaluate and adjust delivery of services toward achieving a continuing goal of quality improvement.