



# Department of Facilities

## POLICY AND PROCEDURE

POLICY NUMBER: 479  
VERSION: 1

### **SUBJECT: OFFICE POLICY**

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#### **POLICY:**

The Facilities front office will perform its duties in an efficient and professional manner.

#### **PURPOSE:**

To outline the duties and responsibilities of the front office and to ensure its smooth and efficient operation.

#### **PROCEDURE:**

1. Answer all phone calls to the division, routing them to the proper individuals as necessary.
2. Receive and sort the mail, delivering it and other written communications to the proper person or department.
3. Maintain the employee time records, Staffing Variance, and overtime logs.
5. Maintain Facilities Computerized Maintenance Management System (CMMS).
6. Post bulletins and maintain bulletin boards.
7. Perform messenger services, such as delivering reports to payroll office, and locating an employee for emergencies.
8. Record and transcribe Facilities Staff meeting minutes.
9. Check and verify vehicle mileage logs for accuracy.

#### **SERVICE CALL WORK ORDERS:**

Service calls are received at the Facilities office. The Facilities office collects the required information and details regarding the nature of the call, the service needed, the specific location, and the point of contact for the person making the call.

- Record all information for Service work orders in to the CMMS.
- Include Equipment ID number on the work order when Service Call is for a specific piece of equipment.
- Route Service work order to the appropriate shop.
- Place phone call or page to appropriate shop for EMERGENCY calls.
- Generate additional work orders for additional shops when needed.

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Approved By: Anthony Corliss (MANAGER I, FACILITIES OPERATIONS AND CRAFTS)	
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