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

**PURPOSE:** The purpose of this Health Sciences Center Operating Policy and Procedure (HSC OP) is to define the role of the Departmental Work Coordinators for Plant Operations/Facilities Operations and Maintenance in TTUHSC facilities. The Director of Facilities Operations and Maintenance at the Amarillo, Odessa, Abilene and Dallas campuses shall adopt this HSC OP as written, or may locally modify this HSC OP to meet unique local requirements. If modified, the local procedure shall be in written form. Local modifications will be submitted to the Assistant Vice President for Physical Plant and Support Services for review and approval prior to implementation.

**REVIEW:** This HSC OP will be reviewed on September 1 of each odd-numbered year (ONY) by the Director of Business Services - Physical Plant, and the Assistant Vice President for Physical Plant and Support Services, with recommendations for revisions forwarded to the Executive Vice President for Finance and Administration by September 30.

**POLICY/PROCEDURE:**

1. **General.**

   a. In order to attain favorable communications and improve maintenance service in all HSC facilities, each TTUHSC department shall appoint a Departmental Work Coordinator from its departmental personnel. **NOTE:** Larger departments should assign two work coordinators.

   b. The Departmental Work Coordinator will serve as a central liaison for coordinating maintenance work requests and scheduling utility shutdowns with Plant Operations/Facilities Operations and Maintenance.

   c. The Departmental Work Coordinator will be responsible for furnishing Plant Operations/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 Plant Operations/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 Plant Operations/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 Plant Operations/Facilities Operations and Maintenance. This record should include, but not be limited to, date of request, work description, work order number (assigned by Plant Operations/Facilities Operations and Maintenance), and locations.

4. **Plant Operations/Facilities Operations and Maintenance Responsibilities.**

Plant Operations/Facilities Operations and Maintenance is responsible for the overall administration of the Work Coordinator program. The Managing Director of Facilities Operations and Maintenance is responsible for:

   a. Attaining effective rapport with TTUHSC departments through the communication and interaction of the Departmental Work Coordinator and Plant Operations/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 Plant Operations/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.