

Facilities Information Sheet

EMERGENCY 'Maintenance' Need:

During normal operating hours:

- Dial Ext. 3810 (910-695-3810), or
- notify any technician who may be nearby, or
- contact the Switchboard (0).

After normal operating hours:

- Contact Steven Garner, Facilities Director (910) 585-3125
- Facilities On-call Technician (910) 639-9679

Emergency situations include potential health, safety and/or environmental hazards (i.e., overflowing toilet, smell of vapors, major water leak, etc.)

Non-Emergency Work Request(s):

On Campus:



- Select your **"Maintenance Work Request"** desktop icon.
- Complete All fields in the **Request Details** section
- If needed, **Upload Document/Image** by clicking "Browse" and locating and attaching the relevant file.
- Select "Submit".
- Congratulations! Your request has been received.

Off Campus:

- SCC website
- 'For Faculty & Staff' link at the bottom of the page
- 'Maintenance Work Request' link (under the Physical Plant header)
- You will be prompted to enter your SCC email and password

Moves/Setups:

- Please submit your request **at least one (1) week in advance.**
- Coordinate the moving of computers, printers, and/or other IT items with the IT Department. Our technicians are not authorized to move such items.
- Prior approval from your Department Dean/Supervisor is required prior to the moving of furniture.
- Contents of desks, file cabinets, bookcases, etc. must be removed and placed in small boxes. Due to a potential physical hazard, our staff will not move these items if they are full.
- Please be prepared for your move. You will be contacted in order to schedule the date/time of your move. If you are not ready to move at the appointed time, we will reschedule.

Office/Room Key Request(s):

The key request process is has changed is now electronic. Please complete the appropriate Key Request form:

- SCC Website
- 'For Faculty & Staff' link at the bottom of the page
- 'eforms' link under the 'Tools' subheading
- 'Forms' under the 'Forms' subheading
- Scroll down to the 'Facilities' subheading and click '**Key Request**'
- Complete the online Key Request Form

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Office/Room Key Request(s)- Continued:

- Click '**Submit To**' in the bottom left corner of the form and send to appropriate supervisor for approval
- Recipient of the key will be notified by the system when the key is ready for pick up.
- Keys that are not retrieved within 30 days will be returned to inventory.
- Please refrain from submitting key requests for anyone who will not be available to pick up his/her key within 30 days.

Office/Room Key(s):

Please do not exchange office keys without informing the Physical Plant Department. Personnel are responsible for keys according to the most recent Key Request Form on file.

Area Access:

Please contact the Campus Safety and Security Department (office: 910-695-3831; cell phone: 910-690-2762) for access to rooms, which are locked.

FedEx Overnight Shipments:

Fed Ex Overnight packages must be received in our department no later than 1:00 p.m. for same day pickup. If a request is called in after 1:00 p.m., Fed Ex will **not** make a pickup until the following day.

VERY IMPORTANT: Please submit a work request via Asset Essentials, the maintenance work request system if you would like one of our technicians to pick up your package in a timely manner.

Provide the following information with your FedEx shipment(s):

- Name of recipient
- Street address of recipient (no P.O. Box #'s)
- City, State, Zip Code
- Phone Number of the recipient

Use of college vehicles (SCC Fleet):

Please refer to the Use of College Vehicles Policy found in the Personnel Handbook. Vehicle reservations may be requested up to three (3) months in advance and are processed on a first come first served basis when submissions contain complete data. You must submit your request via the:

-  **Maintenance Work Request** desktop icon

Please include the following:

- Date and time for pickup
- Date and time for return
- Type of vehicle needed
 - SCC fleet is comprised of five sedans, two minivans, and two 15-passenger vans.
 - The presidential sedan requires prior VP approval to use.

Contracted Service Representatives

All contracted service representatives are required to report to the McKean Campus Services building to:

- Sign in as a Contractor
- Receive a Contractor ID badge
- Sign out at the end of the service call

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Contracted Service Representatives- Continued:

If a representative of an off-campus services vendor is your area without a Contractor ID badge, please direct him/her to McKean Campus Services. This policy is in place for the safety of all individuals on our campus.

Who do you call?

<u>Position</u>	<u>Name</u>	<u>Extension</u>	<u>Phone #</u>
Office Coordinator	Ellen Spencer	3810	910-695-3810
Part-Time Office Coordinator	Samantha Mackay	2855	910-246-2855
Facilities Adm. Asst.	Charla Matthews	3889	910-695-3889
Construction & Safety Director	Ken Dowdy	2869	910-246-2869
Maintenance Director	Dennis Holder	3837	910-695-3837
Lead Maintenance Technician	David Clevenger	2671	910-693-2671
Grounds Supervisor	Mark Pracht	2074	910-693-2074
Housekeeping Director	Kenneth Collins	4962	910-246-4962
Mail and Shipping Clerk	JP Easterly	3812	910-695-3812
Evening Hours Supervisor	David Horton	3813	910-690-5732
Evening Hours Supervisor	Jarris McNeill	3813	910-585-3106
Director of Facilities	Steven Garner	3811	910-695-3811

After normal operating hours:

Director of Facilities	Steven Garner	910-585-3125
Facilities On-call Technician		910-639-9679