

## 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 **for Facilities Emergencies Only**

*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 (from a computer into which you are logged):



- 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 ([www.sandhills.edu](http://www.sandhills.edu))
- 'For Faculty & Staff' link at the bottom of the page
- 'Maintenance Work Request' link (under the Physical Plant subheading)
- You will be prompted to enter your SCC email and password
- 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.

### **Moves/Setups:**

- Please submit your request **at least one (1) week in advance.**
- Coordinate the moving of computers, printers, and/or other IT-related 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.
- If a determination is made that moving a heavy item carries a risk of injury to the assigned SCC technician(s), a moving vendor will need to be contracted, and that may delay the date/time of the move. Please consider that when planning moves.
- 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.

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### Office/Room Key Request(s):

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

- SCC Website ([www.sandhills.edu](http://www.sandhills.edu))
- '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.
- Click 'Submit To' in the bottom left corner of the form and send to appropriate supervisor for approval.
- The recipient of the key(s) will receive system generated emails when the key is ready for pick up & regularly until it is retrieved.
- Keys that are not retrieved within 30 days will be returned to inventory.
- Please refrain from submitting key requests if recipient/authorized personnel will not be available to pick up 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 the **Maintenance Work Request** system, Asset Essentials, if you would like one of our technicians to pick up your package within a specific time frame.

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 made up to three (3) months in advance of the current date and are processed first come first served when requests contain complete data. You must submit your request via the Maintenance Work Request System:

#### On Campus:

- **Maintenance Work Request** desktop icon  
Please include the following:
  - Specific date and time for pickup



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### Use of college vehicles (SCC Fleet)-Continued:

- Specific 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.

### Off Campus:

- SCC Website
- 'For Faculty & Staff' link at the bottom of the page
- 'Maintenance Work Request' link (Under the Physical Plant subheading)
- Follow the prompt to enter your SCC email address and password.
- Provide information next to the ○ bullets under 'Please include the following:' beginning at the bottom of the previous page.

### 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

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
Grounds Director	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	Jarris McNeill	3813	910-695-3813
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	for Facilities Emergencies Only	910-639-9679