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 Doug Smith, Facilities Director (910) 690-3770
- 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 & IT Work Request" desktop icon.
- Verify that the ‘Maint Request’ tab is selected
- Complete required steps 2, 3, and 4.
- Select “Submit”.
- Congratulations! Your request has been received.
- Your confirmation email is on its way.

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):**

Please complete the appropriate Key Request form:
- SCC Website
- ‘For Faculty & Staff’ link at the bottom of the page
- Personnel Manual Forms
- Select the Key Request form for your department (Staff, Faculty, Continuing Ed.)
Facilities Information Sheet

Office/Room Key Request(s)- Continued:
- Submit your completed form via
  - scan and email to Doug Smith [carbon copy (cc) Ellen Spencer]
  - or interoffice mail to Doug Smith.

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 SchoolDude 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 & IT 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 four sedans, two minivans, and two 15-passenger vans

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
Facilities Information Sheet

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?

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Extension</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Coordinator</td>
<td>Ellen Spencer</td>
<td>3810</td>
<td>910-695-3810</td>
</tr>
<tr>
<td>Construction Coordinator</td>
<td>Ken Dowdy</td>
<td>2869</td>
<td>910-246-2869</td>
</tr>
<tr>
<td>Structural Supervisor</td>
<td>Steven Garner</td>
<td>3837</td>
<td>910-695-3837</td>
</tr>
<tr>
<td>Safety Coordinator</td>
<td>Vernon Morrison</td>
<td>2874</td>
<td>910-246-2874</td>
</tr>
<tr>
<td>HVAC Supervisor</td>
<td>David Clevenger</td>
<td>2671</td>
<td>910-693-2671</td>
</tr>
<tr>
<td>Grounds Supervisor</td>
<td>Dennis Holder</td>
<td>2074</td>
<td>910-693-2074</td>
</tr>
<tr>
<td>Chief Housekeeping Supervisor</td>
<td>Phillip Williams</td>
<td>3813</td>
<td>910-695-3813</td>
</tr>
<tr>
<td>Evening Hours Supervisor</td>
<td>David Horton</td>
<td></td>
<td>910-690-5732</td>
</tr>
<tr>
<td>Evening Hours Supervisor</td>
<td>Kenneth Collins</td>
<td></td>
<td>910-639-4349</td>
</tr>
<tr>
<td>Facilities Adm. Asst.</td>
<td>Charla Matthews</td>
<td>3889</td>
<td>910-695-3889</td>
</tr>
<tr>
<td>Director of Facilities</td>
<td>Doug Smith</td>
<td>3811</td>
<td>910-695-3811</td>
</tr>
</tbody>
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After normal operating hours:

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<td>Doug Smith</td>
<td>3770</td>
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<td>Facilities On-call Technician</td>
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