



# Building Manager Guidelines 2024-2025



## Facilities Management

855 East Avenue North

La Crosse, WI 54601

Phone | 608.785.8585

[www.uwlax.edu/facilities-management](http://www.uwlax.edu/facilities-management)



# Building Manager Guidelines

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## Facilities Management

Maintenance Building  
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La Crosse, WI 54601  
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[facilitiesmanagement@uwla.edu](mailto:facilitiesmanagement@uwla.edu)  
[www.uwla.edu/facilities-management](http://www.uwla.edu/facilities-management)

The mission of the University of Wisconsin-La Crosse is to provide a challenging, dynamic, and diverse learning environment in which the entire university community is fully engaged in supporting student success. The staff in Facilities Management consider their role to be critical to the success of students, staff, and the university as a whole. Our responsibility is to provide the highest quality environment for education incorporating three “C” core values:

Customer Service

Communication

Collaboration

The Facilities Management staff believes communication and information sharing are critical components to success. The building manager plays a key role in this communication process and the success of Facilities Management and the entire University of Wisconsin-La Crosse community.

This manual is intended to provide you with the necessary information to reach the highest level of customer service as a building manager. Always feel free to contact anyone on the leadership team listed on the organization chart if you have any questions.

All Facilities Management forms and processes are available online at [www.uwla.edu/facilities-management/](http://www.uwla.edu/facilities-management/).

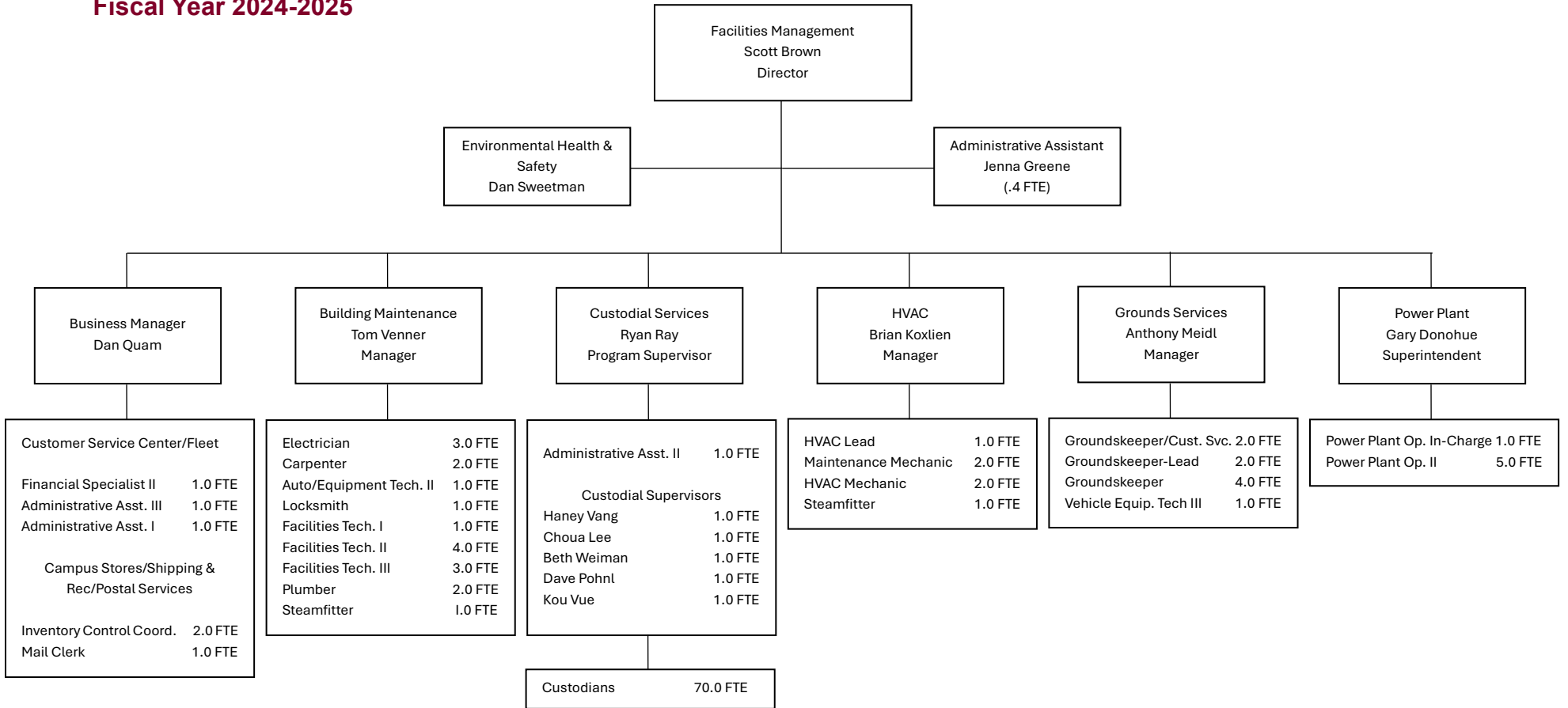
Thank you for your dedication to the University of Wisconsin-La Crosse as a building manager.

Sincerely,

A handwritten signature in black ink that reads 'Scott Brown'.

Director of Facilities Management

**University of Wisconsin-La Crosse**  
**Facilities Management**  
**Organizational Chart**  
**Fiscal Year 2024-2025**



## Custodial Services Information

**10 Graff Main Hall  
608-785-8593**

Supervisor	Telephone No. and E-Mail Address	Work Schedule	Buildings
Ryan Ray Program Supervisor	608-780-1200 <a href="mailto:r-ray@uw-lax.edu">rray@uwlax.edu</a>	Monday – Friday 7:30 a.m. – 4:00 p.m.	All Buildings
David Pohnl Supervisor	608-792-4868 <a href="mailto:d-pohnl@uw-lax.edu">dpohnl@uwlax.edu</a>	Tuesday – Saturday 7:00 a.m. – 3:30 p.m.	All Buildings
Beth Wieman Supervisor	608-792-4652 <a href="mailto:b-wieman@uw-lax.edu">bwieman@uwlax.edu</a>	Monday – Friday 3:00 p.m. – 11:30 p.m.	Archaeology Center Cartwright Center Health Science Center Lowe Center for the Arts Wimberly Hall Stadium Event Coverage
Kou Vue Supervisor	608-386-9821 <a href="mailto:k-vue@uw-lax.edu">kvue@uwlax.edu</a>	Monday – Friday 4:00 p.m. – 12:30 a.m.	Cleary Alumni & Friends Center Graff Main Hall Maintenance & Stores Morris Hall Murphy Library Prairie Springs Science Center
Haney Vang Supervisor	608-792-2385 <a href="mailto:h-vang@uw-lax.edu">hvang@uwlax.edu</a>	Monday – Friday 4:00 p.m. – 12:30 a.m.	Centennial Hall Child Care Center (REC) Cowley Hall Police Services & Parking Ramp Wing Technology Center Wittich Hall
Choua Lee Supervisor	608-317-2183 <a href="mailto:c-lee2@uw-lax.edu">clee2@uwlax.edu</a>	Sunday – Thursday 10:00 p.m. – 6:30 a.m.	Hetzel Fieldhouse Mitchell Hall Veterans Memorial Stadium

# Customer Service Center Responsibilities

## Maintenance & Stores Building 608-785-8585

1. Process work, key, electronic building access, and surplus requests submitted primarily via [iServiceDesk](#) and secondarily via telephone, e-mail, fax, verbal, or paper.
2. Route inquiries to appropriate Facilities Management staff.
3. Manage work orders and project expenses using the TMA computerized maintenance management system.
4. Provide support to all staff regarding TMA.
5. Inform building managers of any utility interruptions, minor maintenance work, furniture moves, or any other facilities-related issue that may impact the educational environment.
6. Update the Facilities Management website with current information.
7. Manage facilities-related emergency calls between 7:00 a.m. and 4:00 p.m.
8. Clerical support for Facilities Management managers.
9. Manage faculty, staff, vendor, and contractor key distribution.
10. Manage vehicle fleet for rental and staff use.

## 2024-25 Building Managers

Building	Building Manager	Phone Number
Archaeology Center	Wendy Holtz-Leith	8455
Athletic Facilities	Carly Sprouse	5178
Cartwright Center	Ryan Ray	8912
Centennial Hall	Criss Gilbert	8074
Child Care Center	Ashley Franzo	8813
Cleary Alumni & Friends Center	Kailey Mael	8489
Cowley Hall	Ryan Ray	8912
Fieldhouse	Carly Sprouse	5178
Graff Main Hall	Kim Schliebe	8593
Grounds Services Building	Tony Meidl	8581
Health Science Center	Catherine Kolkmeier	5151
Heating Plant	Gary Donohue	8710
Lowe Center for the Arts	Krista Shulka	6701
Maintenance & Stores Building	Tom Venner	8019
Mitchell Hall	Carly Sprouse	5178
Morris Hall	Jill Kirkpatrick	8134
Murphy Library	John Jax	8805
Police Services & Parking Ramp	Allen Hill	8108
Prairie Springs Science Center	Ryan Ray	8912
Recreational Eagle Center	Neil Ostlund	8698
Residence Halls	Lisa Walker	8075
Student Union	Kyle Burke	8882
Whitney Center	Kyle Burke	8882
Wimberly Hall	Antonio Jasiczek	6634
Wing Technology Center	Matthew Bornheimer	5473
Wittich Hall	Mary Grattan	8098

# Building Manager Responsibilities

**Purpose:** The Building Manager Program was created to promote communication between Facilities Management and the campus community. Building managers play an active role in relaying information to the Customer Service Center and notifying building occupants of maintenance issues and construction projects in their building(s).

## Facilities Maintenance Repairs:

- Act as a contact point for Facilities Management for maintenance requests/needs and for new construction or renovation projects.
- Initiate work requests from building occupants by contacting the Customer Service Center or submitting requests online via the [TMA iService Desk](#).
- Evaluate the urgency of the problem and determine whether it is an emergency or a routine repair.
- Inform building occupants of the protocol for requesting work and how to handle after-hours repairs.
- Follow up and report the status back to the building occupant as necessary.

## Notification Procedures:

- Distribute documentation or information from the Customer Service Center or Planning & Construction on upcoming utility interruptions or planned work that affects the building occupants.
- Keep building occupants informed of facility issues and pass along information concerning work being performed.
- Notify building occupants of the monthly fire alarm testing schedule provided by the Customer Service Center.
- Send any building manager changes to Jenna Greene ([jgreene@uwlax.edu](mailto:jgreene@uwlax.edu)), Administrative Assistant III.



### **Construction/Renovation Projects:**

- Acts as college or department liaison to Facilities Management or Planning & Construction.
- Meet with project managers for specifics of the project, such as impact, schedule, and coordination.
- In buildings with multiple departments, the building manager will be required to communicate and coordinate with the other departments in the building.
- Practice the highest level of customer service to promote positive relationships between Facilities Management or Planning & Construction and students, staff, and visitors.

### **Facilities Management Responsibilities:**

- Inform the building manager of work being performed in their building.
- Keep the building manager and customer informed of the status of work being performed.
- Communicate to the building manager and customer when work is completed.
- Inform building managers of utility interruptions.
- Provide annual briefing and guidelines for building managers.
- Maintain master building manager communication listing.
- Provide accurate and timely updates on Facilities Management work.
- Provide online resources for detailed information on Facilities Management work.

# Chargeback Policy

## I. Background

Facilities Management provides routine and special services to an institution's facilities. The Universities of Wisconsin uses standardized procedures to charge services back to benefiting departments. These procedures are periodically reviewed to facilitate consistent and effective implementation.

## II. Constraints

- A. The chargeback of Facilities Management services shall be budgeted and accounted for in accordance with [FAP - Internal Services Chargebacks \(F24\)](#).
- B. The chargeback for administrative costs for Auxiliary Enterprises shall be provided in [FAP - Auxiliary Enterprises Support Services Chargebacks \(F42\)](#).

## III. Policy

- A. To establish uniformity throughout the Universities of Wisconsin, chargebacks to the benefiting activity shall be made for:
  - Facilities Management non-routine or special services performed for general operational activities. [See FAP – Physical Plant Services Chargebacks \(F25\)](#) for special services related to facilities operation and maintenance.
  - All Facilities Management services are provided for self-supporting operations.
- B. To generate comparable financial data, the accounting procedures set forth are to be followed by each institution for charging back Facilities Management services. However, an alternate method of calculation may be permitted if it produces a comparable result to the standard calculation. Use of an alternate method must be documented and have prior approval from the UW System Vice President for Finance or designee.

## IV. Procedure

- A. The hourly chargeback rate for personal services and burden rate will be determined as follows:
  - Personal services will be determined by the estimated or projected gross average rate for non-building trades personnel and by the gross average rate for each building trade or group of building trades, to be computed by the individual institution. \*

\* The gross average rate is the average of the current salaries in each category (e.g., carpenters, maintenance mechanics, masons).

- Divide the combined amount by the productive hours. Productive hours are defined and computed in terms of an institutional average as total hours (2,080) less vacation time (amount generated), personal and regular holidays (amount generated), campus events functions (estimated), sick leave (average usage), training time (estimated), and estimation time (estimated). Institutional judgment shall prevail when unusual circumstances occur.
- The salary and burden rate are calculated to create the new chargeback rate. This is illustrated below.

Personal Services + Burden Rate = Total Salaries

Total Salaries ÷ Productive Hours = Chargeback Rate

- B. The chargeback rate should be applied to all time that's attributed to a particular job.
- C. The chargeback rate should be reviewed and adjusted as necessary, but at least annually.
- D. Costs of materials and supplies for special services performed for general operating activities and all services provided to self-supporting activities will be charged back. The cost of small items kept in inventory (e.g., nails, screws, bolts, etc.) may be charged back using a burden rate.
- E. All equipment that is institutionally owned or rented from an outside vendor will be charged to the benefiting activity, if appropriate, as well as any contracted services.
- F. The benefiting activity will code all charges to the most appropriate object class code (e.g., chargeback costs for salaries, burden rate, and supplies for the construction of bookshelves for an administrative office will be coded to the object class code for office furniture and equipment).
- G. Facilities Management will record offsetting accounting entries as a sales credit.

## **Building Maintenance Chargeback Policy to General Operations Activities**

This is a comprehensive list, but not all-inclusive, of services to be charged back to academic departments and other areas that are supported by GPR budgets. It indicates those services that are not covered by Facilities Management's operating budget.

1. Replacement, repairs, refinishing, servicing, and reupholstering of furniture and equipment used primarily by a department or program. Includes office furniture and office equipment, department-supplied laboratory furniture and equipment, and any other special hardware or apparatus. Excludes classroom and general use furniture and equipment not assignable to any department.
2. Maintenance of science and art lab tables and hardware. Maintenance of special lab-fixed equipment, such as environmental chambers, freezers, refrigerators, ice makers, water softeners, deionizers, acid dilution systems, compressed air, water distillation systems, autoclaves, etc.
3. Installation, maintenance, and replacement of laboratory apparatus, special laboratory plumbing, special HVAC (such as A/C units installed and used for computer labs), and special electrical requirements to accommodate additional equipment installation or change in room use.
4. Maintenance and installation of departmental kitchen equipment, appliances, and other department-owned apparatus and moveable equipment.
5. Key cutting (except for the initial supply of keys) and rekeying of functionally sound locks as well as the purchase and installation of new security systems.
6. Replacement of departmentally installed carpeting.
7. Replacement of carpeting supplied with the building other than for wear.
8. Installation of department automatic door closers where none exist.
9. Installation and repair of office and desk signs, pictures, projection screens, and tack boards in offices.
10. Installation of chalkboards and mirrors in offices.
11. Any change, renovation, or remodeling in the building structure or in its hardware or its mechanical or electrical systems when requested by a department.

12. Special departmental requests for services outside the timeframe of routine maintenance, such as the repainting of rooms more frequently than the institution's schedule. (This includes classrooms, labs, hallways, offices, department rooms, and general use areas.)
13. Replacement of glass in doors, windows, or partition walls when that present glass is functionally sound, i.e., change clear partition glass to frosted glass, etc.
14. Remodeling and/or installation of shelving, cabinets, and furniture and relocation of these items when requested by a department.
15. Changing window treatment supplied with the building other than for wear (e.g., changing from shades to draperies, etc.).
16. All material and labor costs, including overtime, for services (setup, teardown, and cleanup) performed for GPR departments in support of special programs, such as summer camps, workshops, concerts, or any other activities.
17. Maintenance and special setup and marking of athletic practice fields and varsity/club competition venues.
18. Car fleet rental.