Building Manager Guidelines

Facilities Management
855 East Avenue North
La Crosse, WI 54601
Phone | 608.785.8585
www.uwlax.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. We in Facilities Management consider our 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 is a critical component to success both on the Facilities Management side and the Facilities Planning side. 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.

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 any of the leadership listed on the organization chart if you have any questions.

All Facilities Management forms and processes are available online at www.uwlax.edu/facilities-management.

Thank you for your dedication to the University of Wisconsin–La Crosse as a Building Manager.

Sincerely,

[Signature]

Director of Facilities Management
# Custodial Services Information

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

<table>
<thead>
<tr>
<th>Supervisor</th>
<th>Telephone No. and E-Mail Address</th>
<th>Work Schedule</th>
<th>Buildings</th>
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</thead>
<tbody>
<tr>
<td>Ryan Ray</td>
<td><a href="mailto:rray@uwlax.edu">rray@uwlax.edu</a></td>
<td>Monday – Friday 8:00 a.m. – 4:30 p.m.</td>
<td>All Buildings</td>
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<tr>
<td>Program Supervisor</td>
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| Kou Vue                | kvue2@uwlax.edu                  | Sunday – Thursday 10:30 p.m. – 7:00 a.m.| Centennial Hall  
Center For The Arts  
Whitney Center          |
| Supervisor             |                                  |                                         |                                                                           |
| Richard Moilien        | 608-792-4652 rmoilien@uwlax.edu  | Monday – Friday 3:00 p.m. – 11:30 p.m. | Cowley Hall & Cowley Annex  
Health Science Center  
Wimberly Hall           |
| Supervisor             |                                  |                                         |                                                                           |
| Debra Holen            | 608-317-2183 dholen@uwlax.edu     | Monday – Friday 2:00 p.m. – 10:30 p.m. | Archaeology Center  
Graff Main Hall  
Morris Hall  
Veterans Memorial Stadium  
Wing Technology Center  
Wittich Hall            |
| Supervisor             |                                  |                                         |                                                                           |
| David Pohnl            | 608-792-4868 dpohnl@uwlax.edu     | Tuesday – Saturday 6:30 a.m. – 3:00 p.m.| Campus Child Care Center  
Cartwright Center  
Cleary Alumni & Friends Center  
North Campus Building  
Physical Plant  
Police Services & Parking Ramp |
| Supervisor             |                                  |                                         |                                                                           |
| Harvey Larsen          | 608-792-2385 hlarsen@uwlax.edu    | Monday - Friday 10:30 p.m. - 7:00 a.m. | Mitchell Hall  
Murphy Library  
Prairie Springs Science Center |
| Supervisor             |                                  |                                         |                                                                           |
Customer Service Center
Responsibilities

Maintenance Building
608-785-8585

1. Process work, key and surplus requests submitted primarily via iServiceDesk and secondarily via telephone, e-mail, fax, verbal or paper.

2. Route inquires to appropriate FPM staff.

3. Manage work order and project expenses using the TMA computerized maintenance management system.

4. Provide support to all staff regarding the 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 FPM website with current information.

7. Manage facilities related emergency calls between 7:00 a.m. and 4:30 p.m.

8. Clerical support for FPM managers.

9. Manage faculty, staff, vendor and contractor key distribution and return.

10. Manage vehicle fleet for rental and work share use.
Building Manager Responsibilities

**Purpose:** The Building Manager Program was created in order to promote communication between Facilities Planning and Management (FPM) and the campus community. Building Managers play a significant 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 or Planning and Construction responding to 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 building occupant as necessary.
- Participate in building safety inspections if needed.

**Notification Procedures:**

- Distribute documentation or information from the Customer Service Center or Planning and 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.
- Participate in the annual customer satisfaction survey and provide feedback in customer service surveys.
- Send email notification to the Customer Service Center from department head on Building Manager changes.
Construction/Renovation Projects:

- Acts as college or department liaison to FPM.
- Meet with project managers for specifics of 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.
- Provide customer satisfaction survey feedback for completed projects.
- Practice the highest level of customer service to promote positive relationships between FPM and students, staff and visitors.

Facilities Management Responsibilities:

- Provide customer satisfaction survey feedback for completed projects.
- Inform Building Manager of work being performed in their building.
- Keep Building Manager and customer informed of the status of work being performed.
- Communicate to 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 FPM work.
- Provide on-line resources for detailed information on FPM work.
Chargeback Policy

I. Background

Facilities Management provides routine and special services to an institution's facilities. The UW System uses standardized procedures to charge services back to benefiting departments. These procedures are periodically reviewed in order 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. In order to establish uniformity throughout the UW System, chargebacks to the benefiting activity shall be made for:
   - Facilities Management non-routine or special services performed for general operation activities. See **FAP – Physical Plant Services Chargebacks (F25)** for special services related to facilities operation and maintenance.
   - All Facilities Management services provided to 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 as the standard calculation. Use of an alternate method must be documented and have prior approval of the UW System Vice President for Finance or designee.

IV. Procedure

A. The hourly chargeback rate for personal services and fringe benefits 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 a given category (e.g., carpenters, maintenance mechanics, masons).

   - Add to the personal services figure the fringe benefits based on fringe benefits computed as appropriate.
• 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), union business (estimated), sick leave (average usage), training time (estimated), and estimation time (estimated). Institutional judgment shall prevail when unusual circumstances occur.

• Salary and Fringe Benefit Services Rate Computation Illustrated

   Personal Services + Fringe Benefits = Total Salaries and Fringe Benefits
   ÷ By Productive Hours = Chargeback Rate

B. The chargeback rate should be applied to all time attributed to a particular job, including job breaks for travel and other related activities. For example, assume a worker's daily time is distributed as follows:

   4 Hr. Self-Supporting Activities
   2 Hr. Academic Department Special Services
   2 Hr. General Physical Plant Operations
   8 Hr. Total

   Six hours would be charged back using the rate calculated above. The remaining two hours would be supported by the Facilities Management operating budget. Employee job breaks for travel and other related activities may be charged to jobs as they occur or shared proportionately by all jobs performed that day. Note that all eight hours must be recorded to one or more of the above three categories.

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 operation 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 through the use of a burden rate.

E. All equipment which 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, fringes and supplies for construction of book shelves for an administrative office will be coded to the object class code for office furniture and equipment).

G. Physical plant will record offsetting accounting entry as a sales credit.
Building Maintenance Chargeback Policy
to General Operation Activities

This is a comprehensive list, but not all inclusive, of services to be charged back to
academic departments and other areas which are supported by GPO budgets. It
indicates those services which are not covered by the physical plant 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 of 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 on 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 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 chalk boards 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 request for services outside the timeframe of routine
maintenance, such as the repainting of rooms more frequently than the
institutions 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 GPO departments in support of special programs such as summer camps, workshops, concerts or any other activities.

17. Maintenance of golf course and special setup and marking of athletic practice fields and varsity/club competition venues.

18. Car fleet rental.