

Title: Work Control Center
Department: Logistical Services
Effective Date: December 18, 2017

PURPOSE

The Physical Plant Management (PPM) Work Control Center (WCC) provides our external and internal clients a single point of entry for accessing the services provided by PPM. It is a hub of communications, responsible for processing requests for service received through a variety of mediums and dispatching those requests to the appropriate areas.

RESPONSIBILITY

It is the responsibility of the WCC Operator to obtain, from the customer, specific information necessary to generate a Work Request within PPM's Computerized Maintenance Management System (Azzier), and to provide follow up information to the customer as requested. Additionally, the WCC Operator will act as receptionist for all walk up traffic following the department protocol for any visitors seeking admittance to the department.

PROCEDURES

Hours of Operation - Physical Plant Management's WCC maintains working hours between 7:30 AM & 5:00 PM, Monday through Friday. The WCC is closed when the campus is closed, including all designated holidays. During off hours non emergent requests for service can be left on the PPM Work Control Center's voice message system, generated via the Report-A-Problem web form available on PPM's webpage, via email to ppm.wcc@csun.edu, or facilities@csun.edu, or direct entry into Azzier. After-hours requests received via voicemail or email are to be retrieved by the WCC Operator opening the Center as a first priority during the next open cycle. Emergency calls during off hours are instructed to call Public Safety (2111) by the Work Control Center's voice message greeting.

Staffing - The WCC is staffed by a combination of trained regular PPM staff, and trained Student Assistants. Scheduling of all staff will ensure that the Work Control Desk is never left unattended during operating hours.

Communications – WCC Staff are expected to identify themselves and the department as part of any initial contact and to provide customer communications that are friendly and polite at all times. In the event that WCC Staff find themselves in conversation with a customer who is upset, angry, or presenting the Staff with a problem which they are unsure of how to handle, that call shall be forwarded to their Supervisor, or appropriate Supervisor/Director to help deal with the situation.

Front Counter Duties - WCC Staff are responsible for reception duties for all walk up traffic to the PPM Administration building. WCC Staff are required to greet all visitors in a pleasant and professional manner, obtaining their purpose for visiting the department. The WCC Operator should announce visitors with appointments with employees in the administration building, or with any of the shop personnel, via phone before obtaining admittance. WCC Operators may issue temporary parking passes for any visitor who requires one. WCC Operators should be aware of the fact that no PPM employees should be called in from the field by a visitor requesting to see them, they may relay a written message if left by the visitor. WCC Operators are not to receive any legal documents for any of our employees. Anyone trying to serve such documents must be directed to University Human Resources.

Receipt and Processing of Work Requests - Requests for service or repairs are received by the WCC in a variety of ways including, live phone calls, voice mail, in-person interactions, email to ppm.wcc@csun.edu or facilities@csun.edu, PPM's "Report-a-Problem" web interface, and direct input into Azzier, PPM's Computerized Maintenance Management System (CMMS). It is the responsibility of all WCC staff to monitor all forms of communication throughout the workday to ensure the prompt receipt and issuance of service requests. Azzier will be used to capture, process, and monitor the completion of all Work Requests, as outlined in the PPM Work Control Work Order SOP.

Radio Dispatch - WCC Staff are responsible for understanding the use of the radio communication system, which enables them to communicate directly with PPM employees in the field. WCC Operators will be trained to use all radio equipment present in the WCC and be instructed on proper radio etiquette.

Emergency Dispatch - Any emergent or emergency situation concerning matters of FIRE, jeopardy or injuries that threaten a person's wellbeing (LIFE), or issues regarding hazardous situations (SAFETY), are to be dispatched to the appropriate shop immediately with notification to the Department of Police Services (DPS) at ext. 2111. In the event of a passenger who is trapped in a malfunctioning elevator, WCC Staff will contact DPS to report the situation before contacting the repair vendor.

Safety Training Program – WCC staff are responsible for the development, scheduling, and administration of the monthly PPM Safety Training Program.

Administration of Elevator Service Calls – The PPM WCC serves as the single point of contact for all elevator service calls. WCC Staff are responsible for the receipt, processing, and completion of all Elevator Service calls within Azzier and for the coordination of work with the campus' elevator service contractor. The administration of Elevator Service calls is to be performed in accordance with the PPM Work Control Elevator Service SOP.

Additional Duties - WCC Staff assume responsibility for additional tasks including, but not limited to, the daily delivery of mail and faxes, light housekeeping within the PPM WCCC area, the provision of clerical assistance to other areas of PPM as needed, and the creation and issuance of PPM ID badges.

APPROVED



Jason R. Wang, Senior Director

05-16-18
Date