Facilities Management
Building Liaison Program!
What is the Building Liaison Program?

The Building Liaison Program was created by Facilities Management to provide communication between Facilities Operations and building occupants.

Almost every building on campus has a point of contact or liaison.

Fun Fact – Facilities Management is the largest department on campus!
What does Facilities Operations do for UNCC?

- Facilities Operations proudly handles all building maintenance, and landscaping/grounds needs.
- Some of our specialties include:
  - HVAC
  - Plumbing
  - Electrical
  - General Services
  - Automotive
  - Grounds Maintenance
  - Key Access
  - Renovations
  - High Voltage
  - Fire Systems
The Liaison

Liaison By Definition:

“Communication or cooperation which facilitates a close working relationship between people or organizations.”
Duties of the Building Liaison

Building Liaisons:

- **Receive calls** from building occupants about maintenance issues.
- **Submit work requests** for maintenance needs
- Review work requests and **report status** to building occupants
- Received and **distribute building notifications** to occupants.
- **Attend meetings and trainings** to receive information about building.
How does Facilities Operations support the Liaison?

Facilities Operations:

- **Repairs building** maintenance issues
- **Updates liaison of the status** of work being performed
- Holds **annual training** sessions
- Utilizes ARCHIBUS notifications system to **keep liaison aware of outages**.
Facilities Management Notification System

- Whenever there is an outage or a closure, Facilities Management will send out a Notification.
- Notifications are sent to all building liaisons, who should distribute to all building occupants.
- Notifications will include what’s going on, where the problem is located, when it is expected to occur, what to expect, why it’s occurring, and a contact number for the person in charge (who).
- Examples: Power Outage, Water Outage, and Sidewalk or Road Closure,
Facilities Management
Customer Service Line

If you have any concerns regarding the maintenance of your building please call:

704-687-0562

Open 7:00 AM - 6:00 PM, Monday-Friday

With some late evening availability

“Oh no, my ceiling is leaking!”

“There is a snake in my office!”
TEAMWORK
Together Each Achieves More
Round 1

- **ELECTRICAL / HIGH VOLTAGE**: 13
- **GENERAL SERVICES**: 12
- **PLUMBING**: 13
- **GROUNDMAINTENANCE**: 12
- **HVAC**: 13
- **AUTOMOTIVE**: 12
- **RENOVATIONS**: 13
- **KEY AND LOCK**: 12
<table>
<thead>
<tr>
<th>Task</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive Calls</td>
<td>30</td>
</tr>
<tr>
<td>Submit Work Requests</td>
<td>25</td>
</tr>
<tr>
<td>Report Status</td>
<td>25</td>
</tr>
<tr>
<td>Notifications</td>
<td>15</td>
</tr>
<tr>
<td>Attend Meetings/Training</td>
<td>5</td>
</tr>
</tbody>
</table>
### Family Feud

#### Round 4

<table>
<thead>
<tr>
<th>WHO</th>
<th>30</th>
<th></th>
<th>WHY</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>WHAT</td>
<td>25</td>
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<td></td>
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<tr>
<td>WHEN</td>
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<tr>
<td>WHERE</td>
<td>15</td>
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</tr>
</tbody>
</table>

- **WHO** 30 points left
- **WHAT** 25 points left
- **WHEN** 25 points left
- **WHERE** 15 points left
- **WHY** 5 points left
1. Is Facilities the largest department on campus?
2. Does F.O. do plumbing?
3. Who is UNCC’s mascot?
4. What does F.O. stands for?
5. Does F.O. work on cars?
6. Does F.O. do pest removal?
7. Does F.O. have a phone line for questions?
8. Who is Bonnie Cone?
9. Do Liaisons get notifications?
10. Locked out, can FO help?

How many can you get right in 1 minute?
How many can you get right in 1 minute?

1. Is Facilities the largest department on campus?  +  
2. Does F.O. do plumbing?  +  
3. Who is UNCC’s mascot?  +  
4. What does F.O. stands for?  +  
5. Does F.O. work on cars?  +  
6. Does F.O. do pest removal?  +  
7. Does F.O. have a phone line for questions?  +  
8. Who is Bonnie Cone?  +  
9. Do liaisons get notifications?  +  
10. Locked out, can FO help?  +  

Fast Money

End
For More Information:

- **Contact:**
  - Sandy Mullins at 7-5570, mullin5@uncc.edu
  - Mary Hajtovik at 7-7466, hajtovi@uncc.edu

- **Click:**
  - [http://facilities.uncc.edu/buildingliaison/](http://facilities.uncc.edu/buildingliaison/)

- **Call:** Customer Services Line at 7-0562

A full list of Building Liaisons is located in ARCHIBUS and the Facilities Management Website!
Questions?