PURPOSE

This University of Nevada, Reno Facilities Maintenance Services (FMS) Standard Operating Procedure (SOP) provides guidelines on how to update the Service Center when performing emergency or urgent work orders. The goal of this SOP is to improve internal and external communications in an effort to provide the best customer service to Requesting Parties.

PROCEDURE

The following SOP applies to all FMS personnel involved in the work order process, specifically when responding to calls for urgent or emergency services:

1. The Service Center will dispatch the work order via telephone or push to talk-to-the appropriate Trade Supervisor;
2. The Supervisor assigns appropriate Trade technician(s);
3. The assigned Technician notifies the Service Center upon arrival at the location of the reported problem, and begins to troubleshoot problem and perform service work;
4. Prior to leaving the location, the Technician will provide the status of the work order to the Service Center; and
5. The Service Center will notify the Requesting Party of the status of the work order.

If the work is complete, the communication process is concluded. If the work is not complete, the cycle will begin again once work commences, through satisfactory completion of the work order. This may require multiple updates to the Service Center and the Requesting Party.
IMPLEMENTATION

The Assistant Directors/Managers are responsible for the implementation of this SOP within respective area(s) of responsibility.

TRAINING

All Service Center and Trade Personnel involved in the work order process will receive training on this SOP within 60 days of hire from respective supervisors. The supervisor shall ensure regular review of and compliance with this SOP manual.

COMPLIANCE

Compliance with all UNR and FMS policies and procedures is required of each employee. Failure to comply with this SOP may result in disciplinary action as outlined in the Nevada System of Higher Education Prohibitions and Penalties, and/or the Nevada System of Higher Education Board of Regents Handbook.