



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 61.09, **Departmental Work Order Coordinator (DWOC)**

PURPOSE: The purpose of this Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) Operating Policy and Procedure (HSCEP OP) is to define the role of the Departmental Work Coordinators (DWOC) with Facilities & Services.

REVIEW: This HSCEP OP will be reviewed on September 1 of each odd-numbered year (ONY) by the Senior Director of Facilities Operations & Maintenance, Facilities & Services, and the Managing Director for Facilities & Services or designees, with recommendations for revisions submitted to the Chief Financial Officer (CFO) or designee by September 30.

POLICY/PROCEDURE:

1. General.

- a. In order to attain favorable communications and improve maintenance service in all HSCEP facilities, each TTUHSC El Paso department should appoint a DWOC.
- b. The DWOC will serve as a central liaison for coordinating maintenance work requests with Facilities & Services.
- c. The DWOC will be responsible for submitting a Work Order Request in WebTMA with the correct FOP to be charged (if required). The DWOC is also responsible for keeping personnel in the department informed on the status of submitted work requests.

2. Departmental Responsibilities.

- a. Deans, directors, and department heads are responsible for appointing an employee to serve as the DWOC by completing and submitting Attachment A. The DWOC should be an employee who is available during the normal workday (e.g., an administrator, secretary, etc.).
- b. Department heads are also responsible for notifying Facilities & Services when the designated DWOC has changed.
- c. The department head should assure that, unless it is an emergency (i.e., gas leak, water line break, etc.), department personnel report their building maintenance requests to the DWOC.
- d. Facilities & Services requires at least 48 hours **to process a work order request. For all Special Events refer to HSCEP OP 75.32.**

3. DWOC's Responsibilities.

- a. The DWOC should coordinate all maintenance work in departmental space.
- b. The DWOC will receive automated emails from WebTMA regarding the status of the work order. The DWOC will receive the final email from WebTMA once the work order has been closed with a few questions regarding the service provided. The DWOC has the option to answer the survey questions and forward the email to AskFSELP@ttuhsc.edu.

- c. If a DWOC is not available to submit a work order, the department may call Work Control at 215-4500 to notify Facilities & Services of the need. This should be done ONLY in emergency situations.