



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 61.09, **Departmental Work Order Coordinator**

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 Coordinator (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 Support Services (FSS), and the Managing Director for Facilities Support 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 services in all facilities, each 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.
- d. Departments are limited to having one primary and three DWOC back-ups.

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.
- b. Department heads are also responsible for notifying FSS when the designated DWOC has changed.
- c. Department heads should ensure, 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 Support 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 requests in departmental space.
- b. The DWOC will receive automated emails from WebTMA regarding the status of the work order request.

- c. The DWOC will receive the final email from WebTMA once the work order has been closed. [WebTMA](#) generates random customer feedback surveys, the DWOC is encouraged to answer the survey questions.
- d. If a DWOC is not available to submit a work order request, the department may call Work Control at 215-4500 or email AskFSELP@ttuhsc.edu to notify Facilities Support Services of the need. This should be done ONLY in emergency situations.