

## Building Contacts Responsibilities

- To serve as the central contact point for problems that is reported within your department.
- To determine the difference of priority of work request from requestors within your building and report accordingly. Emergency issues, such as overflowing toilets, power outages, and elevator issues, should be called in directly to Work Information Center at 334-3456. All non-emergency issues may be called in, entered online, or emailed. Billable work requires a BanFin-59 form submitted to Facilities Operations.
- To notify other building occupants of utility interruptions when Facilities Operations contacts you.
- To notify Work Information Center of any changes with the Building Contacts Representative in your department. This could be as minimal as a last name change, email, or phone number or as major as another person taking over responsibilities.
- To participate in surveys that are sent to you occasionally that relate to our services so we can know how to further assist you in your needs.
- To attend Building Contacts Information Sessions and further learn about services offered to you and changes that may occur in your area or campus wide, such as major renovations or Facilities Operations procedures.
- To train any new person taken over your responsibilities as a Building Contacts Representative if you should leave the department.