USB News

Facilities Management

January - March 2012

Happy New Year!



2012 Holidays

- Employee Personal Day
- January 2
- January 16
- May 28
- July 4
- November 21 23
- December 21 (close at noon)

Open Enrollment for Overtime Leave 1/25/12 - 2/24/12

- Full-time non-exempt employees are eligible to earn 1.5 hours overtime leave for every overtime hour worked, not to exceed more than 60 hours at any given time
- After 60 hours of leave are accrued, overtime will be paid in the appropriate pay advice
- Overtime leave must be approved by your supervisor
- Overtime leave appears in a separate leave account in J-Ess or My-Madison
- Please contact Susan May, 8-6126, if you are interested or have any questions

Utilities Shop

"Jack of all trades" is a term that can easily apply to any employee in the Utilities Shop. They reqularly have their hands in all sorts of tasks that require basic carpentry, plumbing, electrical and mechanical work. This includes repairs to doors, windows, ceilings, floors, kitchen equipment, lights, and commodes. In addition to responding to regular work requests, the shop performs summer sweeps of the dorms, looking for repairs that need to be made. Utilities workers are also heavily involved in preparing new and renovated buildings for use. For example, prior to the opening of the Forbes Center for the Performing Arts, workers had to hang all the pictures, install approximately 100 white boards, hang cabinets and shelving, and install TV stands.

Another major responsibility of the Utilities Shop is its involvement in athletic and other special events. Nets and flags for goal posts must be set up for football games. Volunteers from the shop must be on hand during football games to handle any emergencies in the stadium, such as problems with kitchen equipment. Graduation is a major event for the shop. Workers are assigned graduation locations and are responsible to manage the set-up of the site and be present during the ceremony to handle problems. The site managers work very closely with academic departmental contacts to ensure that all their department's needs for the event are met.

The Utilities Shop is typically the first responder to work orders. The utilities worker completes the task if he is able and if not, the job is passed along to a shop that specializes in the issue. Being first responder requires the shop to handle a large volume of work orders. Consequently, responsiveness is crucial, and the work must be completed very efficiently. Each shop employee executes between 15 and 25 work orders a day. In 2011, the shop has responded to 8,868 work requests! It takes a strong group of skilled workers to carry out this high volume of work.

Each worker is assigned a zone comprised of a set of buildings for which they are responsible. They are in their buildings weekly, if not daily, and

are extremely knowledgeable about their assigned zones. The frequency with which they are in their buildings helps to foster close relationships with customers and a familiarity with their needs. A lot of satisfaction is gained from these relationships and the trust and confidence that the customers place in their utility workers. Instead of simply completing a work order, shop employees feel that they are taking care of their customers like they would family. Students can be especially appreciative of assistance they receive from the Utilities Shop because, for many of them, this is their first time on their own and they may be very inexperienced with issues that could arise in their dorms.

Satisfaction is also derived from the diversity of tasks and experiences involved in utilities work. Every day is different and some experiences are more unique than others. In the past, the shop has received calls to handle small animals and reptiles such as snakes, pigeons, squirrels and skunks found in and around university property. On one occasion, some students needed assistance releasing mice they had caught in no-kill traps. Although the Utilities Shop is not considered Pest Control, as first responders they are willing to do whatever they can!

Bill Baker manages the Utilities Shop. He has been employed by JMU since 1977. (He started at a very young age!) At that time, there were only four people in Utilities and two of them were moving and delivery workers. Today, the shop utilizes 24 positions divided into day shift and night shift. David "Red" Comer supervises 14 on daylight and Robert Brooks supervises 6 at night. Despite the size and diversity of the shop, the crew gets along well. Although there is a lot of kidding around, they look out for and respect one another. There is a common goal of just wanting to get the job done and there is no shortage of volunteers to help each other reach that goal.

Utilities Shop



L-R: Brandon Howdyshell, John Sherman, Paul Sherman, Brigido Abonza, Kevin Lessingotn, Ivor Findlay, Jonathan Gordon, Bill Baker Not pictured: Jesse Lam, Dennis Dove, Stacey Sheffer, David Jetton, Stephen Good, Mark Hill



L-R: Shannon Cash, Robert Brooks, Steve Lackner, Brandon Lucas, Asllan Shabani Not pictured: Dave Meadows, Al Adam

MyMadison: Accessing J-Ess

MyMadison will be replacing J-Ess and e-Campus links on the JMU webpage as of January 2012. MyMadison is already on JMU's website and is available for use. MyMadison gives the employee access to the same self-service links previously used such as: view leave and paychecks, submit leave and training requests, update direct deposit information, etc. Below are the instructions to access MyMadison in order to add or edit leave requests:

1. On the faculty/staff homepage, click on MyMadison on the left navigational bar.



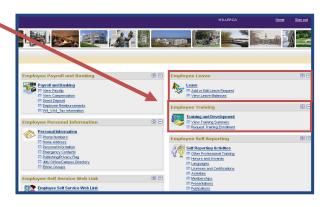
- 2. In the new window, in the center MyMadison boxes, type your e-ID & your e-ID Password.
- 3. Click on Sign In.



4. In the new window in the upper left hand corner, click on the second tab Employee.



- 5. The new **J-Ess** screen appears on the right.
- 6. Click on Add or Edit Leave Request at the top of the right column to add leave time entry to your record.



7. Use any other part of J-Ess in the same way using the new screen.





Utilities worker, Brandon Howdyshell



FM Office Assistant, Sara Knupp



Landscape Lead Worker, Sherwood Comer



Donna Armstrong, Sara Lunn all dressed up for Halloween



Capital Outlay Project Engineer, Nancy Cornwell



FM Snapshots - Day Shift Christmas Banquet















FM Snapshots - Night Shift Christmas Banquet











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		p that	man	agesa	all un	ivers	ity ke	ys							The mission of Facilities Management is to provide excellent												
	FM shop that manages all university keys It is important to always the appropriate PPE																										
3. M	3. Main Human Resources is now located on Street											2. FN	1's Re	cyclin	g sta	ff sep	arate	trash	n fron	n							
4. Tł	ne ma	in loc	ation	of Fa	cilitie	es Ma	nage	ment							3. Director of Facilities Management												
	ousek														4. When JMU employees need something done in their building, they												
	И Dep												000		submit a work to Work Control 5. FM Assistant Director of Operations												
7. FI	√l's Mo just		and [Delive	ery fac	cilitat	es th	is slo	gan, "	JMU	mear	1S			6. FM's Safety Coordinator												
8. 19	is the		-	1	reau	ired	for FN	M em	plove	es tha	at mu	ıst dri	ve		7. This item is served at the FM Summer Picnic												
		art of							,						8. One of the main objectives of the Housekeeping Derpartment is to												
9. O	9. Other terminology for persuing sustainability is "going"												keep the university														
10. 7	10. The stormwater management part of Engineering works to manage												9. The FM Shop that handles all types of minor mechanical, plumbing,														
	stormwater												and electrical repairs														
	11. One of the items the Banquet committee sells to raise money												10. Housekeeping/Recycling Manager														
12. FM Assistant Director of Support Services											11. One of the busiest times of year for FM Housekeeping, Engineering,																
															and Trades 12. Form of entertainment that Tony Smith provides during Employee												
															Appreciation luncheon												
																					their	work	whil	e stud	dents	are asl	eep
															14. University logo: "All together"												



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<u>January</u>		Bryan Love	1/27	Susan Shifflett	2/17	Gregg Chevalier	3/10
Danielle Comer	1/1	Mary Garth	1/28	Ruth Emswiler	2/18	Connie Knicely	3/10
Syed Shah	1/1	Richard Morris	1/28	Debra Shifflett	2/18	Donna Kennedy	3/11
Maranda Hamlin	1/3	Troy Schiller	1/28	David Dove	2/19	Bonnie Comer	3/12
Al Adam	1/4	Lynn Usry	1/28	Kenton Dove	2/22	Melissa Hammer	3/12
Mike Leecy	1/4	Kathy Davidson	1/29	Allen Umbarger	2/22	Kelly Metheny	3/12
Sherry Lam	1/5	Jeff Wright	1/29	Ronnie Davis	2/23	Glenn Wayland	3/14
Tammy Propst	1/5	Mona Reedy	1/30	Stacy Heishman	2/23	Peter Duhaime	3/15
Justin Morris	1/6	Nathan Hunsaker	1/31	Vickie Raynes	2/23	Paul Daniel Goins	3/15
Brad Null	1/7			Linda Varner	2/24	Nathan Conley	3/17
Brian Owens	1/7	<u>February</u>		Robert Cassidy	2/24	Danielle Hallquist	3/17
Jeanette Wright	1/8	Robert Brooks	2/1	Darryl Darcus	2/25	Dulbelis Valdez	3/18
Frank Lucas	1/9	Charles Lam	2/2	Terry Hemp	2/29	Dale Back	3/19
Merlin Deputy	1/10	Tim Breeden	2/2			Darrell Campbell	3/19
Aneita Purcell	1/11	Deborah Selmon	2/2	<u>March</u>		David Meyer	3/21
Victor Wise	1/11	Dennis Fulk	2/3	Daryl Ours	3/2	Bob Monk	3/21
Robert Ritchie	1/12	Bruce Helsley	2/3	Wes Elyard	3/4	Shannon Cash	3/22
Lauren Shipe	1/12	Amanda Moore	2/3	Gloria Reedy	3/4	Veronica Losh	3/22
Randy Markanich	1/13	Theresa Shifflett	2/3	Kay Ridenour	3/4	Roger Myers	3/22
Dennis Armentrout	1/15	Tana Lam	2/4	Joy Wimer	3/4	Terry Watson	3/22
Jay Custer	1/16	Diana Miller	2/6	Daniel King	3/5	Keith Wellard	3/22
Pat Lipscomb	1/18	Chuck Horn	2/7	James Bales	3/6	Roger Stover	3/23
Wayne Lucas	1/18	Sharon Laughlin	2/7	Donna Saufley	3/6	Duane Swanson	3/24
Charlotte Shifflett	1/19	Kreg Somers	2/7	Paul Sullivan	3/6	Debra Turner	3/24
Loretta Frank	1/20	Carlene Heatwole	2/8	Wayne Barnard	3/7	Dave Wilson	3/24
Bethany Sheffer	1/20	Sharon Morris	2/9	Angela Marston	3/7	Margaret Hedrick	3/25
Cynthia Harman	1/21	Gary Ritchie	2/9	Juanita Mongold	3/7	Jackie Henderson	3/26
Charles Kiser	1/24	Tom Nash	2/10	Brittany Rexrode	3/7	Larry Johnson	3/26
Ronald Morris	1/24	Scott Wachter	2/10	Donna Smith	3/7	Brenda Snyder	3/26
Jason Rexrode	1/24	Juanita Blose	2/11	Lynn Evans	3/8	Angel Falls	3/28
Barbara Williams	1/24	Lorie Hartman	2/14	Mike Hensley	3/8	Audrey Grim	3/28
Walter Gill	1/25	Theresa Neff	2/14	Doug Judy	3/8	Kathy Fadely	3/29
Amy Thomale	1/25	Dwight Wallace	2/14	Karen Knight	3/8	Ken Fox	3/29
Bob Goodman	1/27	Kenny Berry	2/15	Buck Waters	3/9	Chris Miller	3/29
John Cunningham	1/27	Lora Holcomb	2/17				