

Facilities Management News

March 2019



Go to [FM Facebook](#) for job openings and to read FM events and announcements!

See [HR News](#) for some of these:

- *Balanced Dukes* - March 4
- *JMU Closed* - March 8
- *"Spring" clocks forward* - March 10!
- *JMU Diversity Conference* - March 13
- *FM Green Bandana Day* - March 17
- *DMV On Campus* - March 19
- *Spring arrives!* - March 20
- *JMU Giving Day* - March 21

...from the Acting Director

We have said our good-byes to Craig Short, Facilities Management's past Executive Director. While our department waits for JMU to hire a new Executive Director I have been asked to help, and to step in as Acting Director for Operations, with Gary Shears Directing Engineering and Construction. It is my pleasure to lead our team temporarily. Please know this one important thing as we get started together... I am here for you!

Of course I expect that everyone will keep getting normal supervisory support and directions. No change there! I want to assure everyone, that when needs arise that would have been addressed by our past Executive Director, for a while, I will direct the many important services we all perform and I will support the commendable work we accomplish together.

You may not know me personally, but I know many of you. Over my 25 years with FM where I have earned multiple certifications in energy management and procurement, I've watched FM staff in action. I've seen our staff doing great work. So, now I can simply encourage everyone to just keep doing what you're best known for: *being excellent at what you do!*

Rodney Lam

...Did you know?

The FM newsletter is now published by the Operations office and no longer by HR. So, our newsletter will look a bit different. Before anything else can be said in this issue, will everyone please join together giving FM Human Resources a shout out of gratitude for the great newsletters they have given to FM over the years. And stay tuned to see how the FM newsletter is changing.

...Who's in Control? Work Control is!

For every football game there is something done to get the game started. Who gets the ball, which team is kicking off? A coin toss decides those details and then the game begins. In Facilities Management, the coin toss happens in Work Control. The staff in work control are receiving, selecting "plays," and "running" information. Work Control's team leader is an information manager quarterback who coordinates with every involved JMU staff, department, and community agency for most jobs on and around campus.

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Readers want to know...
How do those FM folks do what they do?

In this issue...
Learn about
Work Control!





Clockwise from top:
Donna Kennedy
Jeff Kratzer,
Robert Weese,
Melissa Griffin,
Jessica Herring,
Daniel Comer,
and Melissa Mayhew

WORK CONTROL continued from front page...

Every leader needs someone who has their back. It's Jeff Kratzer who stands in to take the lead when Robert is out. Jeff schedules work and makes timing and planning calls for how each job processes moves forward.

Robert Weese meets with external agencies, as well as JMU departments and organizations to provide advance construction, repair, and remodel information. By email, Robert also passes information to building coordinators, event managers, city officials, contractors, and JMU department heads. Not just excelling in the personal touch with his direct communications, Robert is adroit at managing digital information on the FM website's "[Scheduling](#)" tab, where browsers can see major projects in their present status just by clicking purple arrows. Maximizing information reliability like any quarterback, Robert is the single point of contact for all work happening on and around campus. Robert says of the whole FM team, *"We're Facilities Management, one JMU department, one team! It doesn't matter what section we're in – our goal is to get the project done... well done... the 'kick off' starts here!"*

Melissa Mayhew, the center supervisor, has led her staff for over a decade, supervising processes for work requests that average between two to four thousand a month! When she began years back, her team just entered jobs into a databank. Melissa shares with a smile that over time, added responsibilities have come to her coordinators *like flocks of seagulls landing on a beach*, arriving continuously in a portal in AIM. Melissa reports that with the team of coordinators, Donna Kennedy, Danielle Comer, Melissa Griffith, and Jessica Herring, everyone dives into that portal and handles every order. Some readers may not know that work orders aren't just received and with an automatic click or two, forwarded. Some job requestors aren't the best at describing a problem that needs fixing. The Work Control staff has to use well-honed analytical skills and interpret unclear or confusing descriptions. Coordinators apply experience to analyze work requests comparative to past jobs to get every job request where it needs to go to get done. For completed work, the Work Control staff also make sure that charges are accurate and billed correctly.

While Work Control receives more and more work requests every year, Robert Weese, Central Operations Manager has streamlined staff in a way that builds teamwork, increased efficiency, and lowered staffing costs. When Melissa reflects on work the team does 24/7 with Facilities Management's mission in mind *"to operate in such a way as to maintain an exemplary and sustainable environment..."* she says that, *"Work Control is the Hub of the University!"*

Listen a bit, Learn new things, then take the Lead!

You are important to your supervisor, the managers, and the FM executive team!

Folks who lead the FM team did something special, unique, and profitable in the past... and it's something anyone can also do!

Follow the footsteps of many managers and supervisors and *get trained to be ready to advance your career!*

Because you never know when your dream promotion will post on [JMU JobLink](#), earn leader certification now....

In FM, OPPORTUNITY is for everyone!

T&D Workshops

- The Places You'll Grow
- How to Have Good Interactions at Work,
- The Mind of a Leader, How to Lead Yourself, Your People for Extraordinary Results
- *If you are already a supervisor, register for What Every Supervisor Needs to Know at JMU*

Watch this space each month for more training opportunities! Make your FM career the best it can be!

[Register online here](#)

Really! What's holding you back?

*Readers—We know you are checking this space for birthdays! They have always been at the page bottom here . **But from now on**, birthdays won't be here. Please **DO** keep celebrating your coworker's birthdays and find birthdates on the FM website in past [newsletters ... here](#).*