

Anthony G. [redacted] You guys should be very proud! The condition of JMU's campus is second to none.



Facilities Management News

September 2019

Sept 2—Labor Day, JMU classes in session
Sept. 7—First Home Football Game
Sept 13—DMV Connect on Campus
Sept 30— Last Shorts Day

In this issue... Lots, (really!) we mean lots of folks have been doing their "back to school shopping." Believe it or not, many of them are "shopping" right here at FM!

Read more, over...

Trending JMU News...

A recent article on JMU research about how personal social media activities might affect a person's job is found using the link in the title for this information item.

Did you know that Facilities Management has a Facebook forum page where FM team members who have "Add Friend"ed "*James Madison-fm*" who post to their own timelines, depending on their privacy settings, have their personal posts appear in this public FM forum? What might your coworkers think and feel when an FM Team member's offensive or emotionally-charged posts show up in the *James Madison-fm* public forum?

It might be best to think twice and avoid a personal post ending up being reviewed under an organization's moderating policy! For FM team members who do not want their personal posts made public, just "Unfriend" *James Madison-fm*. Then, "Like" *JMU Facilities Management* instead. It's the best way to enjoy getting notifications and being able to learn to FM news and info!



***"Like" JMU Facilities Management here
For FM news and info!***

***"Unfriend" James Madison-fm forum here
for personal posting privacy***

From the Associate Director

In FM, we encourage staff to advance through training and education. We want staff to promote, and have long-term FM careers! Workshops are featured each month in this newsletter that can help with career advancement. Some things that enable someone to be a good leader don't come from a classroom, such as that good leaders own it when things don't turn out quite right. Good leaders show the way by what they do more than what they say. Good leaders also inform their team so they know the "whys" for their "dos." Last, good leaders ask their team to contribute ideas. But there's a lot of support available for learning more about what it takes to lead. Check out the Listen, Learn and Lead section of our newsletter on page two. When leaders help staff advance, we all reap the benefits.

Rodney Lam

All labor that uplifts humanity has dignity.

Martin Luther King, Jr.

Safety Training,

We are all excited to begin the 2019-20 academic year! Let's all launch the year safely. Hopefully everyone in Team FM has taken their August training, *Vehicle Backing Safety* at <https://jmu.inclassnow.com> where FM staff can log in with their JMU ID and password. Once in the training site, "InClassNow," select the training that is due for completion in September, *Job Hazard Analysis*. Computers are available in USB and Annex breakrooms.

See your supervisor or email: thompshh@jmu.edu if you need help. Learn at your own pace using these easy to understand, interactive online workplace training modules.

Nancy Cornwell and Rick Miller **have earned the Caught in the Act award** recently for great work bringing two new JMU campus buildings online. Working tirelessly, they practically lived on campus putting in long hours to have the buildings open for the start of the new academic year. Both Rick and Nancy managed job stress with consistent smiles and reassurances to contractors, employees and others who were constantly bombarding them with questions and problems. **Rick and Nancy, your hard work and dedication is noticed and appreciated! JOB WELL DONE!**

From left to right 1st row: Chad Ellinger Troy Schiller, Tara Cullers, Middle row: Daryl Ours, Cathy Roadcap, Kevin Arehart, Sandy Brown, Stephanie Whitmer, Back row: Chris Dove, Dustin Smith, Doug Conner, Skip Reid



Team Storeroom helps FM go back to school shopping! *Continued from page.1...*

Team Storeroom has gained -over time- a working knowledge that spans not only the range of the supply needs of FM but also the knowledge of constantly changing vast lists of vendors and their seeming infinite catalogs. A yearly average of fourteen and a half thousand requisitions arrive in paper form by campus mail and through AIM that add up to about a million dollars a month spent that is mostly paid for by Small Purchase Credit Card (SPCC)! Can you imagine the exhausting but necessary SPCC reconciling done by Storeroom buyers each month! And then in addition to those, there are over twelve thousand walk-in orders a year that Team Storeroom thinks of as “ASAP” orders.

Why “ASAP”? Who of Team FM hasn’t had the experience of being at the storeroom counter *and barely starting paperwork* before a buyer has stopped what they’re doing at their desk and reached the counter with a smile and an offer to help? Storeroom staff all know that walk-in orders are frequently orders for supplies needed ASAP for an underway project that the trades pro at the counter needs supplies for to complete their job. They want to mitigate the pressure the trades staff gets when supervisors, faculty, office staff or students express that they need an immediate fix: *yesterday!* An example of ASAP orders is when storeroom delivered parts for JMU bus that broke down only hours before a scheduled departure. Storeroom staff rises to this kind of “ASAP” situation. They expedite and prioritize and even drive out of town to get parts that makes those “just in time” repairs done that get JMU vehicles out on the road **on time**. Go Dukes! You Go, Team Storeroom!

Storeroom buyers have to navigate online purchases, vendor rep sales pitches, in-store buys and even public auctions to keep FM supplied. Some of the most challenging purchases are online with vendors that are not registered with the state procurement system where the storeroom buyers have to wrangle tax exemption through websites that aren’t set up for state procurers. Or a buyer may have to juggle purchases ranging from buying for new high tech LEED buildings to finding a matching replacement for just one broken antique light globe for JMU’s historic Wilson Hall. Many times, items arrive without a purchase record and staff have to wade through volumes of orders to figure out which order was delivered. Even shipping costs are reconciled to order terms, and cost corrections negotiated with vendors to prevent JMU from freight overbilling. Storeroom has the know how for storing items most of us think of as common, like windshield wiper fluid *that actually is under OSHA lock-up mandate*. Even with thousands of items in their revolving inventory, even with stock items as small as AA batteries, *Storeroom’s entire inventory is managed so well that their loss record may compare to medical stockroom standards!* Chad Ellinger says, “There is a lot of camaraderie in the storeroom, and as a team, *our priority is accuracy.*”

Team Storeroom knows that one person simply cannot remember every vendor and every detail of every catalog. This team is constantly bouncing info off one another to speed up orders. They take pride that they aren’t just folks in pigeon-hole jobs. This “all for one, one for all” team serves everyone from the FM trades client, to professors to administrative assistants, or anyone who walks through their door, with a commitment to meet every single client’s needs: even extraordinary needs!

JMU’s student *OneBook*, instructs students who have to ship crates to ship to Storeroom and arrange to get their stuff to their dorm themselves. The kind folks in Storeroom have gone out of their way assisting a distressed military-family freshman who arrived all the way from South Korea and didn’t have a way to get a crate full of belongings from the warehouse to their dorm. Storeroom staff delivered, even with a well wish to the student and got the student’s belongings to their dorm. Team Storeroom’s mission is to deliver FM parts and supplies. But their work is so linked with JMU’s mission that the impact of their dedication is felt well beyond FM and impacts the JMU community.

Listen... Learn...
then Lead!

The Places You’ll Grow...

Whether you are just starting out or are a seasoned pro with FM, there are workshops available at every level to support your training needs. *The Places You’ll Grow* is an information session that gives a roadmap and explores the learning opportunities with Talent Development’s certificate series. The TD Competency Model will be explained. It’s a navigation tool designed to support staff through their own advancement journey. The TD team will teach, share, train and keep FM staff excited and anticipating advancement success For staff looking for a way to grow skills or to take an FM career to the next level, register using the link below to learn more about Talent Development’s *The Places You’ll Grow Certificate Program*. *The time for training isn’t after you see your dreamed-of job promotion open on JobLink! Don’t delay -registering online now. Follow links to this workshop on the Talent Development website:*

<http://www.jmu.edu/talentdevelopment/index.shtml>

Go here to stay in touch with FM’s September birthdays: <https://www.jmu.edu>