

Building Communication Coordinator

Facilities Services is dedicated to maintaining the physical campus environment that enables our students, faculty, and staff to achieve their objectives in instruction, research, and public service. To accomplish this mission, we need the help of active and involved Building Communication Coordinators.

The Building Communication Coordinator (BCC) is the primary contact with Facilities Services for matters related to the condition of the building and its environmental, electrical, plumbing, elevator, and related systems. The coordinator works with Facilities' Team when significant repairs are needed in the building which will impact its occupants. In addition, Facilities Services notifies the Building Communication Coordinator in case of maintenance emergencies, utility outages and other major problems that affect the building, to relay information to building occupants.

The BCC is a complimentary role to the Building Emergency Coordinator (BEC), which is primarily responsible to serve as a local point-of-contact and conduit for ISU's emergency preparedness and planning efforts within a campus building. While these two roles may be held by the same person, it is not required.

Roles and Responsibilities

Building Communication Coordinators will:

- Serve as primary contact between building occupants and campus teams
- Disseminate facilities related information to building occupants as needed
- Takes complete and accurate information from occupants, including room numbers, location of the problem being called in, type of problem, and the "urgency" of the problem
- Contact Facilities Services as needed with important information
- Maintain current contact information and update with appropriate staff as needed
- Participate in initial training session (see description below) with Facilities Services staff, including a tour of the entire building, including mechanical rooms
- Provide feedback on a regular basis
- Attend bi-annual meetings

Successful Building Communication Coordinators:

- Possess general knowledge of University policies and procedures
- Works and spends majority of time in specified building
- Possess knowledge of the building, occupants, special department equipment, lab, and research areas
- Willing to work closely with Facilities Services personnel
- Willing to represent and distribute Facilities Services related information to students, faculty, and staff
- Interest in building communication coordinator responsibilities and time to perform tasks

This group will meet twice a year to share pertinent information as well as allowing time for BCCs to provide feedback and ask questions. There may be requests for small focus group meetings, based on building and campus needs.

BCC Initial Training Session

- **Within first two weeks of accepting role an orientation meeting will be scheduled to review:**
 - Facilities team organizational chart
 - Overview of Facilities Services web page and available resources
 - Announcement Section
 - BCC List
 - Team Organizational Chart
 - Building Information Link
 - AED Map
 - Emergency Procedure Quick Reference
 - Annual Maintenance Schedule
 - Meeting Dates and Highlights
 - Overview of iServiceDesk and work orders
 - Billable vs non-billable
 - Provide Handbook
- **There will be a three month, six month and one year check in from Facilities Services staff**