Department Vision

The Client Support Services (CSS) team aims to deliver extraordinary service and accurate information to everyone on campus so Facilities Services can provide a safe, healthy, growing, learning, and living environment.

Our Mission

To be the primary source of trusted, accurate, and timely information about the work we do for all who inquire.

Annual Facts & Figures

- Receives and processes over 40,000 service requests
- Answers an average of 3,000+ phone calls and 7,000+ emails
- Prioritizes and supports 100+ minor renovation project requests
- Sends 150+ utility notifications to campus occupants
- Creates robust work order, minor renovation, project status, and asset reporting for management action support

Our Services

Analysis & Asset Management

› Develops detailed reporting related to work order volume, history, accuracy, and analysis

› Works with FS Leadership to provide analytical numeric support related to budget, work performance, and asset status

› Supports, through system analytics, project intake and status for both Facilities Services, and PD&C

Building Zone Managers

› Primary point of contact for all maintenance and Facilities Services requests for a zone of building clients

› Provides initial intake for approved minor renovation requests

› "Owns" the review of campus core buildings and General Assignment classrooms

Client Center

› Receives, reviews, and quality checks work orders for clients and staff
› Resolves escalated issues
› Communicates with leadership on immediate concerns with a potential for campus impact
› Monitors open issues and work orders for timely completion and client satisfaction

Communication Services

› Develops and maintains Facilities Services brand
› Identifies and manages Facilities Services outreach and engagement opportunities
› Manages communications to Facilities Services staff and campus partners
› Oversees SOP and service training protocols
› Owner of Facilities and R'Projects websites

Our Goals

Short Term Goals

• Continue to support all COVID-19 related urgent concerns
• Complete COVID-19 and other general campus urgent SOPs
  o Power outage, campus closure, etc.
• Develop standard Asset Management Protocols in conjunction with AVC and PBA guidance along with UCOP ICAMP documentation expectations
• Create a Warranty to Work Order quality process
• Finalize our client quality assurance review and feedback flow

Long Term Goals

• Develop, support and update all department SOPs, supporting each FS unit with SOP development as requested
• Develop a robust and regularly updated Asset Management process with quarterly reporting to campus constituents, PBA review, and UCOP annual submission management
• Support additional goals determined by FS Leadership

Organizational Chart

Director of Client Support Services
Ron Anderson

- **Building Zone Manager** — Enrico Baez
- **Data & Process Analyst** — Alan Siero
  - **Client Support Services Process Analyst** — Rana Mahmood
- **Client Services Specialist** — Gregory Meeh
- **Marketing & Communications Specialist** — Erin Chapman
- **Project Reporting Analyst** — Linda Bejenaru
- **Quality Assurance Specialist** — Jennifer Seeley

Last Updated: 4/7/23