



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 premiere source of trusted, accurate, and timely information regarding all of Facilities Services (FS); providing this to 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
 - 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

