

# FACILITIES FOCUS

ASSET • Central Plant • Client Support Services • Energy & Engineering  
Environmental & Resource Services • FS Administration • Maintenance Services

JANUARY 2024

## WHAT OUR CUSTOMERS ARE SAYING

Jeremy's service, updates, and communication is outstanding.

Derek/lampers do over-the-top service. Appreciate him/them.

Great team effort.

Good communication and job completion. THANK YOU!

Arnold did a great job!

Staff that helped us move were very helpful and efficient.

Jeremy always responds to any email/questions I add to the work order. He makes an effort to stop and let me know he's working on the work order, and will ask for any clarification if necessary. Thank you so much!

Thanks so much for everything you do Brian!

Marc Santoro did a great job.

Ricky and Chris have always been incredibly attentive to our needs and swift service.

Thanks for the prompt service.

Oli's work and communication is top notch.

We always appreciate how quickly Ethan responds to our building HVAC issues.

Thanks again Dale and crew for working us in to get this done!

Great communication and action taken. Result was outstanding.

Richardo responds very quickly when we have an issue and is very thorough regarding resolving problems!

Excellent work Frank Lam.

## CELEBRATING NEW STAFF!



**SHANNON ARMS**  
PLANT OPERATOR  
STARTED JAN 8



**JAMES GIBSON**  
PLANT OPERATOR  
STARTED JAN 8



**GERARDO MUNOZ**  
SR. CUSTODIAN  
STARTED JAN 8



## WINTER BREAK PROJECTS

**Batchelor Hall receives floor care.**  
(UCR/Marisol Del Toro)



**INTN 1002**



**Webber Hall**

In addition to campus tree trimming, ERS staff recently completed various floor and carpet care projects. This included general assignment classrooms such as INTN 1002, Batchelor Hall, Webber Hall, the HUB, and the plumbing shop.



## HR Office Hours

Your Human Resources team has implemented office hours as a new way to connect, in addition to continued email, walk-in, and phone support.

Visit the call links below using your phone, tablet, or computer to connect via Zoom for support.

### For Recruitments, Leave & Workers Compensation

Tuesday - 8:30 AM - 9:30 AM  
Thursday- 3:30 PM - 4:30 PM  
Friday- 9:00 AM - 10:00 AM

Website: <https://ucr.zoom.us/join>  
Meeting ID: 985 4705 3788  
Passcode: 419851

### For Payroll, Timekeeping (Kronos/TARS), UCPATH, and Benefits

Tuesday - 8:30 AM - 9:30 AM  
Thursday- 3:30 PM - 4:30 PM  
Friday- 9:00 AM - 10:00 AM

Website: <https://ucr.zoom.us/join>  
Meeting ID: 967 8997 7623  
Passcode: 508452

## Administrative and Procurement Services Update

### WORK ORDER BILLING

Recharge billing to customers has commenced out of FAMIS 360.

As a reminder, please ensure you are entering your labor hours on the work orders appropriately; you can view self-training materials at [facilities.ucr.edu/fs-staff-portal](https://facilities.ucr.edu/fs-staff-portal), or [bit.ly/3ShsPZ9](https://bit.ly/3ShsPZ9) for a refresher on the TimeCard entry module, of FAMIS 360.

If you have questions about how a work order is coded for billing purposes, please discuss the work order with your supervisor and Client Support Services.

### WELCOME NEW BILLING & FINANCIAL SERVICES ANALYST

Starting January 18, Maggie Figueroa will join the ASSET team to: analyze,

audit, and reconcile financial transactions for FS work order billing; create reports on work order costs and billing; administer and manage the work order system as it pertains to work order costs, billing, and financial components; research, review, and resolve billing inquiries; and serve as the primary point of contact and subject matter expert for the billing setup of the work order system.

### DALAN "ZEE" DINH ON LEAVE UNTIL MAY

Alexandra Zapata, 2-3340, will serve as the primary point of contact for:

- Computer issues and replacements.
- Professional development training and travel.
- Reimbursement process — boots, events, and inquiries.
- Smartsheet automation and access to sheets.

# FACILITIES FOCUS

## STAFF MILESTONES

### 30 YEARS

Benjamin Kochevar, FLS and Access Control Supervisor

### 10 YEARS

Charles Dalton, Lead Custodian

## HOW FS MANAGED SUPPORT FOR NEW LOCATIONS

Opening 3 buildings and a garden for fall quarter required a massive team effort by FS.

Read how Access Control, Fire & Life Safety, Landscape, Custodial, Project Management, and more supported the spaces at [bit.ly/3vE4iWq](https://bit.ly/3vE4iWq).



**Tony Angulo, sr. custodian, sprays and sweeps the lobby of SOM ED II using custodial equipment.**  
(UCR/Erin Chapman)

