



BUILDING MANAGER HANDBOOK

2018 revision



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Welcome

UAA thanks you for stepping forward and volunteering your knowledge, skills, and time to be a Building Manager. Building Managers play a very important role in the day-to-day operation of our campus by communicating occupant needs and assisting our services departments. You will be an additional set of eyes and ears for the university as we improve our services for your building, visitors, faculty, staff, and students.

As a Building Manager, you have volunteered to put in additional time and effort to keep your building in check and your occupants happy. This can seem like a daunting amount of responsibility, but don't worry; you have many resources to support you. This handbook is designed to be your guide to find references and information on the duties of a Building Manager, how a Building Manager communicates with the services departments, important safety information and where to find additional safety training, as well as copies of the official reference documents and example checklists to assist you in your position. With these resources you will have everything you need to be a successful Building Manager.

Thank you for volunteering!

Kim Mahoney
Interim Associate Vice Chancellor
Facilities and Campus Services

Beverly Shuford
Vice Chancellor
Administrative Services

UAA Facilities Emergency Contacts and Information

In the event of an emergency, call 911.

For non-emergencies, contact UPD:
University Police Department (UPD)

On Campus Dial: 6-1120

Off Campus Dial: 907-786-1120

Location: Eugene Short Hall Room 114

For maintenance and grounds issues contact FMO:
786-6980

Emergency Preparedness and Emergency Response

Each building has a Building Emergency Plan, which is part of the UAA Emergency Operations Plan. Emergency preparedness is coordinated by the Emergency Manager. The Incident Management Team (IMT) provides immediate comprehensive response to situations that may adversely affect the safety of the UAA community. The IMT serves as advisors to the Chancellor and the Chancellor's Cabinet.

If you have questions regarding your Building Emergency Plan, the Emergency Operation Plan, or wish to seek additional training, please contact the Emergency Manager at (907) 786-1149 or visit www.uaa.alaska.edu/emergency

Duties of a Building Manager

Building Managers act as the primary point of contact for service department concerns that, for the most part, involve the entire building. They are to encourage employees, as appropriate, to contact specific service departments or individuals as needed. The Building Managers are not intended to eliminate direct contact of service departments by building occupants.

Selection

A Building Manager is nominated by the highest ranking administrator in a building or administrator responsible for the majority of operations and employees within the building. Building Managers are then appointed by the Associate Vice Chancellor (AVC) for Facilities and Campus Services (FCS) with the approval of the nominee's direct supervisor.

Building Managers may have an Assistant Building Manager. These individuals help with the following duties or take the place of a Building Manager during a Building.

UAA Faculty members are not generally permitted to serve as Building Manager unless special arrangements have been made with Academic Affairs and Human Resources. Local 6070 employees or temporary employees are also not permitted to serve unless special arrangements have been made with the Office of Labor Relations.

Building Managers should provide two weeks notice prior to leaving the position. Building Managers can be removed from their positions at the discretion of the AVC for Facilities and Campus Services upon the recommendations of the service departments or the Building Manager direct supervisor.

Duties

Based upon the work performed within the building, functions of the Building Manager will vary. The Building Manager functions may also vary due to the type of programs offered, the type of facilities occupied, the number of employees and students within the building, and other building conditions. Functions of the Building Manager may include, but are not limited to:

Communication:

- Report general building safety and security concerns to the appropriate service department.
- Assist with dissemination of information to building occupants.
- Maintain building postings related to: emergency contact information, emergency procedures, Human Resource Services postings, and other required postings on building-use bulletin boards.
- Notify EHSRMS immediately of scheduled and unscheduled visits or contacts by regulatory agencies (such as, EPA/DEC, OSHA/AKOSH, Fire Marshall/Fire Department, DOT, etc.) and to be present during those visits along with the appropriate service department representative.

Inspections and Meetings:

- Participate in building inspections, such as the Building Blitz, and collecting occupant concerns and comments prior to those inspections.
- Participate in Building Manager meetings (generally August, December, and May)

Building Checks:

- Authorize external door keys (appealed through the AVC for FCS, not the building administrator).
- Monitor and report issues of building cleanliness, such as custodial, recycling, and stacked up surplus.
- Assist with campus energy conservation activities.

Safety Checks:

- Prior to the start of each semester, confirm that every room has a yellow emergency poster with the building address.
- Monthly checks of all fire extinguishers, verified by initialing the tag on each extinguisher.
- Monthly check of all AEDs
- Weekly test of all emergency eyewash stations and showers
- Quarterly safety review of the building using the General Safety Checklist (located in the appendix).

Emergency Management:

- Assist Emergency Management with the annual building evacuations at the start of the academic year and as needed.
- Assist with the development of their Building's Emergency Plan
- Review the campus Emergency Operations Plan annually

Training

The duty of Building Manager comes with additional required training. The courses are as follows:

- Globally Harmonized System of Classification and Labeling of Chemicals
- Portable Fire Extinguishers

Some of these courses are also on the required training list for every University employee. If a Building Manager has already completed those courses, they do not have to be completed again. EHS staff is available to assist with this training and others as needed.

Compensation

Building Managers are eligible for up to \$1,000 stipend per year if the Building Manager's performance of duties – listed below – is to the satisfaction of the Associate Vice Chancellor (AVC) for Facilities and Campus Services (FCS). This determination will include discussions with the Building Manager's supervisor.

The funds will be used to provide a bonus under University Regulation for a Building Manager to recognize the additional duties the Building Manager has performed.

Performance will be measured on:

- Involvement in meetings and events (Blitz, evacuation drills, Building Manager meetings, etc.)
 - Measured by attendance records
- Completion of safety checks (fire extinguishers, eye wash stations/showers, AEDs, quarterly general safety checklist, etc.)
 - Measured by periodic spot checks
- Annual review of Building Evacuation plan, with dissemination to occupants.
 - Measured by records of updated plan
- Building Posting checks (yellow emergency posters, HR postings, safety postings, etc.)
 - Measured by periodic spot checks

Facilities and Campus Services departments will provide input to the AVC for FCS prior to May 1st on matters that may affect eligibility for the stipend. Funds will be made available to departments after May 1st. The amount of stipend received will be based on level of performance in these areas. For buildings with Assistant Building Managers, the stipend may be split 50/50 between them, with exceptions handled on a case-by-case basis. Funds will be prorated for time served in the capacity of Building Manager or can be withheld for poor performance as determined by the AVC for FCS.

Communicating with Service Departments

The key role of a Building Manager is communication with service departments. There are several of these units working for the UAA community. These include:

- Facilities Maintenance and Operation
- Facilities Planning and Construction
- Environmental Health and Safety and Risk Management Support
- Emergency Management
- Information Technology Services
- General Support Services

Facilities Maintenance and Operations (FMO)

Facilities Maintenance and Operation provides the day-to-day maintenance and building operations of the campus' physical infrastructure.

FMO services include: Plumbing and HVAC maintenance; Electrical maintenance; Carpentry and painting services; Locksmithing, including ADA door systems; Building Automations and Energy Management; Fire systems maintenance, including fire extinguishers; Grounds and Landscaping; Transportation and Shuttle services; Custodial Services; Fleet Maintenance; and, Snow and Ice Operations.

Work requests are submitted by:

- Submitting Customer Requests through the AiM Customer Service module
- Calling 907.786.6980
- Emailing uaa_facilitymaint@alaska.edu

Please have a description of the issue, the building and room number of the issue, and a good contact handy before calling us.

The AiM Customer Service module is the most efficient method for submitting maintenance requests. It provides the "customer" with a permanent record of their request and to follow up on the status. For billable services, the AiM Customer Service module also provides associated financial transaction information billed directly to Banner. Contact through the information above to set up user name/password and schedule training.

Facilities Planning and Construction (FPC)

Facilities Planning and Construction leads planning, design, and construction project management, space management, and small projects staff. FPC also manages the planning, development, and execution of the capital projects for Anchorage and the Community campuses (Mat-Su, PWS, KPC, and Kodiak). FPC uses Architect/Engineer support for master planning, design, and construction document development as well as retaining a small-jobs contractor on contract for immediate delivery of construction services.

FPC is responsible for designing, ordering, and installing new exterior and interior building signage. If you need safety signage for your building or building equipment please contact EHSRMS.

Project requests are submitted by:

- Filling out the Project Request Form: www.uaa.alaska.edu/about/administrative-services/departments/facilities-campus-services/facilities-planning-construction/forms_standards/index.cshtml

For questions and status updates, call 907-786-4900 or email uaa.fpc@alaska.edu

Environmental Health and Safety and Risk Management Support (EHSRMS)

The purpose of UAA's Environmental Health & Safety and Risk Management Support program is to advocate and champion sound environmental, occupational, employment, and other business practices in order to safeguard the valuable human, property, program, and financial resources of UAA.

EHS Staff routinely evaluate workplace hazards to reduce the potential of injuries for students, staff, faculty, and visitors. Emphasis is on engineering controls first and behavioral controls second.

Contact Information:

- 907.786.1300
- uaa_ehsrms@alaska.edu

Emergency Management (EM)

Emergency Management provides an enhanced state of readiness for students, staff, faculty, and infrastructure to handle the effects of natural and manmade emergencies. EM does this by providing training, developing and exercising response plans, and building relationships with other agencies.

The Emergency Operations Plan can be found at: www.uaa.alaska.edu/emergency

Contact Information:

- 907.786.1149
- rcswartz@alaska.edu

Information Technology Services (ITS)

ITS is responsible for UAA's telecommunications, network infrastructure, and academic technology support services. ITS provides audio/video resources, equipment and expertise to employees on the Anchorage Campus. Services include delivery, repair, and training for audio video equipment and video conferencing. ITS designs and builds smart classrooms for use in instruction.

Contact Information:

- Call Center: 907.786.4646
- Outside Anchorage: 877.633.3888
- Email: callcenter@alaska.edu

General Support Services (GSS)

GSS operates the campus' recycling, surplus and relocation, and mail service.

Contact Information:

- Recycling:
 - 907.786.1129
 - uaa.recycling@alaska.edu
- Surplus and Relocation Services:
 - 907.786.1959
 - uaa.surplus@alaska.edu
- Campus Mail Service
 - 907.786.1108
 - uaa.mail@alaska.edu

Building Blitz

As part of your Building Manager duties, you are expected to participate in an annual Building Blitz for your building.

What is a Building Blitz?

A Building Blitz is essentially a building physical where you will be performing a walk-through of the building with a representative from FMO, FPC, and EHSRMS to inspect and take note of various items in the building that need attention. While the Blitz is an annual activity, Building Managers are requested to review their building at a second time roughly 6 months later with particular emphasis on egress pathways.

A Building Blitz can take up to 1-1/2 hours, so please plan your schedule accordingly. This time can be reduced by creating an items-reference list for the building blitz team.

The Blitz schedule is established by May 1 for the following fiscal year.

How to prepare for a blitz

There are a few simple things Building Managers should do prior to a Blitz in order to maximize the benefit.

- Contact all the departments within their facility and generate a list of items that have not been previously reported. Use the Building Blitz Inspection Form for collecting this information. Describe each problem in detail and note the location.
- A safety check of the building using the General Safety Checklist as a guide.

For more information on the Building Blitz program, please refer to the Building Blitz Manual

General Safety Checklist

	General Safety Topic	UAA Recommended Guidance	Point of Contact for Questions
1	Haz/Chemical Waste Inventories	Provide Inventory of Hazardous/Chemical waste for disposal. Coordinate with UAA EHS for collection and/or disposal. Use inventory form	Marcy Marino
2	Chemical Inventory and SDS Updates	Update the Chemical Inventory for your building/department and place SDS information for each chemical in your SDS manual. If items are added or removed from your SDS manual a list should be sent to UAA EHS. Any items being added to your hard copy SDS should also include an email to Marcy including a PDF of the SDS.	Marcy Marino
3	Flammables in Cabinets	All flammables that are not actively being used should be located inside a flammables cabinet. (Compressed gasses Propane, Acetylene, etc. should NOT be located in flammables cabinets)	Ryan Buchholdt
4	Combustibles and Corrosives in Flammables Cabinets	Combustible materials such as cardboard and paper and corrosives should be removed from flammables cabinets.	Ryan Buchholdt
5	No Unauthorized Storage in Mechanical Rooms	No combustible materials should be stored in mechanical spaces. Additionally, no mechanical or utility space should be used for storage without preapproval from Facilities	Tom Sternberg
6	Clearance in Front of Electrical Panels, Control Panels, and Disconnects	All electrical cabinets shall have no items placed in front of (under or over) them with a minimum area of 36" from the face of the cabinet and 30" wide. This area should be taped out to note that items should not be stored here.	Tom Sternberg
7	Clearance in Front of Fire Pulls, Fire Hose, and Fire Extinguishers	All fire protection equipment shall have no items placed in front of or under them. A minimum of a 30"x30" access should be maintained at all times.	Ryan Buchholdt
8	Clearance In Exit Paths	No items should be stored or placed in exit pathways or doorways.	Ryan Buchholdt
9	Clearances in Storage Rooms and Aisles	All spaces and storage rooms must have a minimum aisle width of 28" for access to/from the egress point. An aisle width of 36" is preferred.	Ryan Buchholdt
10	Compressed Flammable Gas Storage	Unless the item is being actively used, compressed flammable gasses must be stored in appropriate exterior cage.	Ryan Buchholdt
11	General Housekeeping	Remove all items that are broken or unnecessary/unused. For Dumpster coordination contact Facilities.	Howie Morse
12	Overhead Storage Guidance	All heavy items should be stored near the floor and light items can be elevated towards the top. Consider the possibility/hazard of items shifting during a seismic event.	Ryan Buchholdt
13	Weekly Checks for Eyewash Stations	All eyewash stations should be inspected weekly to ensure proper function. This should be recorded on the eyewash inspection tag.	Marcy Marino
14	Fire Extinguisher Checks	Ensure all fire extinguishers are checked monthly to ensure proper function. This should be recorded on the extinguisher inspection tag.	Tom Sternberg
15	Fire Extinguisher Signage	All fire extinguishers should have a label located above them noting the location of the fire extinguisher. If you have missing labels they can be provided by Facilities	Ryan Buchholdt