

Title: Work Control Center
Department: Engineering Services
Effective Date: January 1, 2025

PURPOSE

The Physical Plant Management (PPM) Work Control Center (WCC) provides our external and internal clients a single point of entry for accessing the services provided by PPM. It is a hub of communications, responsible for processing requests for service received through various communication mediums and dispatching those requests to the appropriate areas.

RESPONSIBILITY

The WCC Operator is responsible for obtaining, from the customer, specific information necessary to generate a Work Request within PPM's Computerized Maintenance Management System (MetaBIM) and providing follow-up information to the customer as requested. Additionally, the WCC Operator will act as receptionist for all walk-up traffic, following the department protocol for any visitors seeking admittance to the department.

PROCEDURES

Hours of Operation - Physical Plant Management's WCC maintains working hours between 7:30 AM & 5:00 PM, Monday through Friday. WCC is closed when the campus is closed, including all designated holidays. Request for service or repairs during off-hours non-emergency can made in a variety of ways, including live phone calls, voice mail, in-person interactions, email to ppm.wcc@csun.edu, PPM's "Report-a-Problem" web interface, and direct input into MetaBIM, PPM's Computerized Maintenance Management System (CMMS). All WCC staff are responsible for monitoring all forms of communication throughout the workday to ensure prompt receipt and issuance of service requests. After-hours requests received are a priority during the next open cycle and will be processed by the WCC Operator. Emergency calls during off hours are instructed to call Public Safety (2111) by the Work Control Center's voice message greeting.

Staffing - The WCC is staffed by a combination of trained regular PPM staff and trained Student Assistants. Scheduling of all staff will ensure that the Work Control Desk is never left unattended during operating hours.

Communications - WCC Staff are expected to identify themselves and the department as part of any initial contact and to provide customer communications that are friendly and polite at all times. In the event that a WCC Staff member finds themselves in conversation with a customer who is upset, angry, or presenting the Staff with a problem that they are unsure of how to handle,

that call shall be forwarded to their Supervisor or appropriate Supervisor/Director to help resolve the situation.

Front Counter Duties – WCC Staff is responsible for reception duties for all walk-up traffic to the PPM Administration Building. WCC Staff are required to:

- Greet all visitors pleasantly and professionally and obtain their purpose for visiting the department.
- Announce visitors with appointments with the appropriate PPM Administration building employees or any shop personnel via phone before obtaining admittance.
- Issue temporary parking passes for any visitors who require one.
- Be aware that no PPM employees should be called in from the field by a visitor requesting to see them. They may relay a written message if left by the visitor.
- We will not receive any legal documents from any of our employees. Anyone trying to serve such documents must be directed to University Human Resources.

Receipt and Processing of Work Requests - The WCC receives requests for service or repairs in a variety of ways, including

- Live phone calls, voice mail, in-person interactions, email to ppm.wcc@csun.edu,
- PPM's "Report-a-Problem" web interface and direct input into MetaBIM, PPM's Computerized Maintenance Management System (CMMS). MetaBIM will be used to capture, process, and monitor the completion of all Work Requests, as outlined in the PPM Work Control Work Order SOP.
- Monitor all forms of communication throughout the workday to ensure prompt receipt and issuance of service requests.

Radio Dispatch - WCC Staff are responsible for understanding the use of the radio communication system, which enables them to communicate directly with PPM employees in the field. WCC Operators will be trained to use all radio equipment in the WCC and instructed on proper radio etiquette.

Emergency Dispatch - Any emergent or emergency situation concerning matters of FIRE, jeopardy, or injuries that threaten a person's well-being (LIFE) or issues regarding hazardous situations (SAFETY) are to be dispatched to the appropriate shop immediately with notification to the Department of Police Services (DPS) at ext. 2111. In the event of a passenger who is trapped in a malfunctioning elevator, WCC Staff will contact DPS to report the situation before contacting the repair vendor.


Administration of Elevator Service Calls - The PPM WCC is the single point of contact for all elevator service calls. WCC Staff are responsible for receiving, processing, and completing all Elevator Service calls within MetaBIM and coordinating work with the campus elevator service contractor. The administration of Elevator Service calls is to be performed in accordance with the PPM Work Control Elevator Service SOP.

Additional Duties - WCC Staff assumes responsibility for additional tasks including, but not limited to, the daily delivery of mail and faxes, light housekeeping within the PPM WCC area, the provision of clerical assistance to other areas of PPM as needed, processing BackFlow

paperwork to state/city entities, and the creation and issuance of ID badges for PPM staff members.

REFERENCES

Specific processes and procedures within MetaBIM can be found at this site:
[HTTPS://MYCSUNEMAIL.SHAREPOINT.COM/SITES/PPM.IT/SHARED DOCUMENTS/GENERAL/APPLICATION IMPLEMENTATION/METABIM/STANDARD OPERATING PROCEDURES/PPM SOP TEMPLATE- WORK CONTROL- REV-WEBSITE_REV 1.DOCX](https://mycsunemail.sharepoint.com/sites/ppm.it/shared%20documents/general/application%20implementation/metabim/standard%20operating%20procedures/ppm%20sop%20template-work%20control-rev-website_rev%201.docx)

APPROVED  01/08/2025

Jason R. Wang, Senior Director Date

APPENDIX

REVISION HISTORY

DATE	NAME	EVENT	NOTES
12/04/2024	M Amador	Created	
12/18/2024	E Garcia	Modified	Added SOP # and name
01/08/2025	E Garcia	Final – Sent for Signature	