## THE FACILITIES TIMES



February 2021

# Welcome Back Facilities Team!

## Facilities' volunteers play a vital role at the university's COVID Resource Call Center



Facilities COVID Resource Call Center volunteers social distance while they work and for photos opps. From left: Amie Hart of Space Management, Julie Rice of Planning, Design and Construction; Susan Miller of Client Relations; and Vic Walker of Campus Services.

It has been almost a year since the pandemic charged onto campus. Since that time, March 2020, all of Facilities has worked tirelessly to keep campus healthy and operating smoothly.

One such example is Facilities' work at the COVID Resource Call Center. The center opened in August 2020 to answer the questions and concerns of faculty, staff, students, parents and the local community

surrounding the Fall semester. The center was manned by volunteers – most of which were Facilities' employees.

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For those in the center, their duties involved answering questions that came in via email and telephone.

"The highest peaks were around the main move-in week and the first couple of weeks when the COVID-19 cases on campus were at their highest," said Brooke Bailey, Campus Safety and Security communications specialist.

During that time, hundreds of phone calls and emails came in each day, said Vic Walker, Facilities manager of Campus Services Projects and a Call Center captain.

Susan Miller, Client Relations coordinator, is just one of several Facilities' employees that spent many hours volunteering time in the center.

"Every time we answered a call, we had no idea what the caller would need to know. And while we were provided very good reference information, it was just not possible to prepare responses for every situation," she said. "The team supported one another as a group. If someone received a 'one-off' question or was not comfortable in what to say, all we had to do was put the caller on hold and say, 'Hey y'all.' Everyone would jump in to assist in providing the right answer."

The role of the staff that worked the center has really been appreciated by the AU Family, Walker said.

"Everyone I worked with was eager to learn about the virus and the protocols. All were also dependable when scheduled."

As of January, the center was still operating, but with limited staff since the number of questions is now much lower. Volunteer staffing will be reevaluated as needed.

"I think I can speak for all the Facilities' volunteers when I say, 'It has been a great pleasure being a part of the Facilities' team and helping the university in going the extra mile during this trying time for the Auburn Family." Walker said.

# Congratulations Facilities Operations and Campus Services on "jobs" well done!



Each time a work order is complete, Facilities' clients are asked to fill out a brief survey rating their experience. Haiden Boyles of Campus Services combed through all the positive survey documents that Anne Wilbourne of Operations produces each month. Haiden pulled all the positive feedback from October 2020 to January 2021 and created the word cloud above. The larger the word, such as "Efficient" the more it was used in survey results. This cloud speaks to the great work Facilities is doing across campus each day. Way to go!

## **Employee Communications** from the FM Office of Employee Engagement

#### **General Announcements**

#### **Congratulations to:**

**Anthony Driver** – promoted from Assistant Manager to Manager, Mail Services

**Robert Overstreet IV** – promoted to Pesticide Applicator, Landscape Services

**Burl Sumlin's** position as Director, Special Projects, has been reassigned from Facility Operations to the Client Relations team.

Congratulations to the following employees who received a cash award for December 2020:

- Contina McCall
- Brad Prater
- Margaret Devall
- · Whitney Brock
- Sarah Rakestraw
- Tyler Caldwell
- Patricia Cole
- Travis Tally
- Lawrence Estes
- Carson McClendon
- Athen Scarioni
- Forrest Hall
- Robert Engle
- Tyler Winchester
- Joe Lewis
- Chad Morgan
- · Staci Taylor
- · Tyler Brown
- Rico Harvey
- · Mark Pierce

#### **New Employees/Welcome**

**Scott Olin** | Tech II , Service Support | *January 19* 

**Bradley Baker** | TES, Landscape Services | *January 4* 

**Anthony Green** | Tech I, Solid Waste, Waste & Recycling | *January 3* 

Erika Taylor | TES Mail Tech, Mail

Services | January 4

**Troy Futral** | TES Plumber, Zone 3 | *January 19* 

**Paul Barringer** | Mail Tech I, Mail Services | *January 4 (transfer from Landscaping)* 

**Hattie Pierson** | Custodian II, Custodial Services | *January 4* 

**Sharon Smith** | Custodian II, Custodial Services | *January 4* 

**Belinda Moore** | **T**ES Custodian, Custodial Services | January 4

**Monica Dowdell** | Custodian II, Custodial Services | *January 4* 

**Charles Locke** | Tech II, Construction IHC | *December 14* 

**William Scherer** | Painter II, Zone 3 | December 14

**Brad Johnson** | Maintenance Engineer, Maintenance | *November 23* 

**Lawrence Estes** | Plumber I, Zone 4 | *November 23* 

#### **Facilities Training**

Reminder – The Spring 2021 Training Calendar is posted. The link is below:

http://www.auburn.edu/ administration/facilities/organization/ hr/training-calendar.html

#### **Contact for training sessions:**

Kathleen Jones | ktj0004@auburn.edu | (334) 844-9411 | Building 1, Room 1173D

The training calendar can be found at https://aub.ie/trainingcalendar.

#### **Employment Opportunities**

- Assistant Supervisor, Zone 4
- Admin Assistant, Access Control (2 positions)
- Electrician, Zone 3
- HVACR Tech, PM Shop (2 positions)

 Infrastructure Tech, Heavy Construction

• Groundskeeper I/II (3 positions)

For more information about, or to apply for, one of the jobs listed above, visit the Auburn University online employment site at auemployment.com.

These announcements are gathered by the Facilities Management Office of Employee Engagement. Submit announcements via email to Cynthia Baccus at geercyn@auburn.edu.

Many of you have asked how you can support Margaret Smith's family during their time of loss. The family has asked that in lieu of flowers or other gifts, please donate to the Peter J. Smith Memorial Scholarship Fund: http://AuburnGiving.org/pjs.

### **Facilities installs tents for outdoor classrooms**



As Auburn University combats the COVID-19 pandemic from the top down, Facilities Management continues to do their part literally from the ground up.

Facilities recently installed two 40' x 60' tents for students and teachers to utilize as open-air classrooms, allowing for educational delivery without the inherent viral risks associated with being in enclosed areas with several people.

During the summer, the Office of the Provost began looking for creative ways to deliver classes to students during virtual schooling. Near the end of the Fall semester, a request was made through the provost's office and

the Biggio Center for the tents to be installed for outdoor classrooms. The two tents located at the Mell Concourse and on the southern side of Spidle Hall have room for about 40 students staying six feet apart from one another with six-foot tables and large display screens for instructors to use their laptops or other devices.

"The initial request was received on Dec. 18, 2020, and the tents were installed by Jan. 8, 2021," said Dee Sneed, director of Campus Services. "The open-air classrooms allow for typical face-to-face educational settings while remaining safe from COVID-19, providing a feeling of regular in-person education under the new requirements of the pandemic.

"The locations were chosen because they provided open air classroom space with the least damage to the landscaping."

Once the locations were determined by the Space Management Department, Service Support worked to raise the tents. Maintenance assisted by running electricity as well as placing and securing the monitors in the Job Boxes.

"We remain committed to supporting the university's commitment to a safe and healthy environment in any way possible," Sneed said.