

Applies to: Operations & Facilities Management Department Staff

**GUIDELINES:**

Issued: March 15, 2019

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**PURPOSE:**

To establish guidelines for managing department provided (1) cell phones or the option to use a personal phone with quarterly reimbursement, (2) pagers and (3) radios.

**PROCESS:**

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## Cell Phone

### **Department Provided Cell Phone**

The department will provide a cell phone to the employees in the following roles:

- Assistant Vice Chancellor/Assistant Dean
- Executive Director
- Senior Director
- Director
- Associate Director
- Assistant Director
- Managers
- Supervisors
- Project Managers
- Planners
- Emergency Management personnel (as applicable)
- Lead with approval of Assistant Director or higher
- Staff who are on 24/7 call may be given a work related cell phone for business use; requires Director-level approval

The department will pay and provide phone, protective case and home charger. The contract will be for 2 years and monitored by department accounting for opportunities to upgrade and manage any issues with the phone. Phone must be returned upon separation from department.

### **Personal Cell Phone Reimbursement**

If an applicable staff member prefers to use a personal cell phone, the department will reimburse up to \$35 a month. Reimbursement will begin the 3<sup>rd</sup> month of employment. Employee must turn in copy of first page of bill for each month being requested for reimbursement to department accounting. Employee will be responsible for monitoring reimbursement schedule.

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### **Expectations**

Because the department is providing a cell phone or reimbursing for the use of your phone for business related activity, you will be expected to acknowledge business related calls/texts as they occur. Lack of response to business calls could result in revocation of department provided cell phone or compensation for personal phone and disciplinary action.

## Pager

The department will issue all front-line custodial staff and facilities engineering technicians a pager. All Custodial and Facilities Engineering staff are expected to respond to all pages during their shift. This will allow for quicker response times to tasks that require immediate attention and frequent communication between supervisors and their team members. Pagers will be used to communicate task assignments, provide work orders, set meeting times and places, or to communicate group messages to custodial and Facilities Engineering teams. In addition, Facilities Engineering Technicians are required to respond to after hour emergencies that are sent out through the pager system.

### **Supervisor Use**

- Each pager has its own individual phone number that is pre-assigned to team members. Team members will be responsible for their own pagers and will be expected to respond to all pages.
- The custodial and facilities engineering office will keep a log listing pager numbers assigned to each custodian and technician. The pager log is stored in the Box for the use of management, supervisors, and office staff. Pagers are not to be re-assigned without prior notification to management and/or office staff.
- A copy of standard operating procedures will be given to each team member when they receive their pager. Team members must sign a sheet acknowledging receipt of pager and acknowledgement of Standard Operating Procedures. Custodians and facilities engineering technicians are responsible for checking functionality of pager, checking battery life, making sure pager is turned on during shift hours, and that it is kept in a safe place, on their person, for the duration of their shift.
- When a supervisor has a request or task he/she needs to assign to a team member, supervisors can use their phone or email to send a brief message to the team member's pager. Whenever contacting a team member, the pager should be used as the first method of contact in cases where in-person communication is not a practical option. Supervisors should not contact team members using their personal cell phone, unless they have requested you to do so. Team members will not be compensated for the use of personal cell phones for work communications.

## Radio

- The department will provide a radio to (1) second shift custodial supervisors and leads, (2) third shift floor crew custodians and lead, (3) day porters (4) Protective Services officers and (5) all Facilities Engineering supervisors and technicians. Each custodial employee and Protective Services officer is expected to pick up a radio at the start of his/her shift and return it at the end of his/her shift. In the case of Facilities Engineering, each supervisor and technician are assigned their own individual

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radio with a pre- assigned number. It is the responsibility of each Facilities Engineering team member to check the functionality of their radio, checking battery life, making sure radio is turned on during shift hours, and that it is kept in a safe place, on their person, for the duration of their shift.

- Protective Services officers are assigned a radio at the beginning of their shift. These radios are to be returned to the electronic lockers at the end of their shift.