

COUNTY COLLEGE OF MORRIS Business and Finance Division Procedures	
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General

All work accomplished by the Plant and Maintenance Department, except routine cleaning and groundskeeping operations, is accomplished based upon work order requests submitted by the requestor.

All work order requests are assigned priorities in accordance with the nature of the work, and skills and manpower available in accordance with the Maintenance Management System.

Authority

Director of Plant and Maintenance

Responsibility

Director of Plant and Maintenance

Maintenance Systems Coordinator

Appropriate Supervisors of Craft

Procedure

The following is the procedure for processing work order requests.

1. Complete the Work Order Request Form, providing a complete description of the work, location, name and extension of point of contact, and desired completion date. The budget account number should also be included on the form for departmental chargeable service.

Important: Work Order Requests which are urgent and require immediate attention may be communicated by placing a telephone call to the Plant & Maintenance Administration's main telephone number (Ext. 5500). This includes emergencies, not limited to, local power failures, leaking plumbing, broken windows, inoperable doors, etc. This does not include items which can be preplanned and handled on a routine basis.

Department Head Approval & Routing

2. Department Head must approve the Work Order Request by signing on the "Authorized by:" line.
3. Department Head authorizing the work order shall email the completed Work Order Request Form to the Plant and Maintenance Department using email address pmworkorder@ccm.edu.

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Plant & Maintenance Review and Processing

4. Director of Plant and Maintenance or designee will approve or disapprove the Work Order Request. Approved requests are assigned a priority, craft, and due date.
5. Maintenance Systems Coordinator will enter Work Order Request into computer, print work order and distribute to the appropriate supervisor.
6. Supervisor will schedule work to be accomplished on or before due date if manpower, skills and materials are readily available.
7. Maintenance Systems Coordinator will notify originator of the work order number assigned, and due date.
8. Upon completion of work, Maintenance Systems Coordinator will close out the work order on the computer by entering the man hours and materials costs.
9. Maintenance Systems Coordinator will notify originator that the work request has been completed and will request comments on the adequacy of the service.

