Accounting Services

Strengths:

- Customer Service
- Knowledge (of rules, regulations, policies, etc)
- First on the bus
- Constantly looking for ways to simplify and streamline
- Sense of humor
- Work well with others

Strategies:

- Improve website
- Boost morale
- Host brown bag lunches for question/answer opportunities
- Develop FAQs
- New landscaping outside of Sequoia Hall
- Start a suggestion box (on website)
- Locate/identify a break room
- Share what we do with each other – job and personal
- Create games to test knowledge of Account Services and AP

Contact: Kendal Chaney-Buttleman

BAS: SPQI, Mail Services, Reprographics

Strengths:

- Professional
- Experienced and competent
- Team-oriented
- Communicate effectively, internally and externally
- Plan effectively
- Provide excellent customer service

Strategies:

- Inquire with other departments to incorporate new ideas
- Work to inspire confidence in others
- Find ways to motivate
- Improve signage/communication with students
- Implement online ordering (Repro)
- Centralize mail centers/drop stations

Contact: Laura Lockett
BPA and Vice President’s Office

**Strengths:**
- Team players
- Good listeners
- Good communicators
- Flexible
- Clarity/focus to VP’s messages
- Good coordination of events/projects

**Strategies:**
- Act/be positive
- Create more opportunities to interact
- Idea box in each family
- Listen and act on the ideas
- Explore possibilities
- Empower all employees
- Accept employee ideas for change
- Listen from the bottom up

**Contact:** Lauren Garrett

Facilities Services

**Strengths:**
- Communication
- Problem solving
- Reliability
- Great teamwork
- Professionalism
- Sure craftsmen of our trades

**Strategies:**
- Better equipment
- Better communication with management
- Positive reinforcement to employees
- Reward for hard work

**Contact:**
Facilities Services/Admin Services and Automotive

**Strengths:**
- Organized
- Accurate
- Big-picture oriented
- Work well with others
- Great listeners
- Analytical
- Collaborative problem solvers
- Great sense of humor
- Innovative thinkers

**Strategies:**
- Management by zone
- Proactive approach
- Take ownership
- Streamline processes
- Heighten standards
- Empowerment

**Contact:** Mark Leisz

Facilities Services Grounds/Multi-craft/Painting

**Strengths:**
- Self-Management
- Self-Accountability – Quality Control
- Time Management
- Customer Relations
- Consistency
- Interpersonal Communication/Department Communication

**Strategies:**
- More opportunities to promote from within
- Responsive leadership
- Flex shifts and flexible hours
- Better communication about the potential problems we face
- Reinstate step increases

**Contact:** Joey Martinez
Facilities Services Trades and HVAC

Strengths:

- Keep customers happy
- Dependable
- Understanding
- Positive attitude
- Persistent
- Trustworthy
- Communicative
- Responsive
- Knowledgeable
- Tolerant
- Encourage each other
- Confident

Strategies:

- Understand employee concerns
- More recognition and incentives
- Communication of campus events
- Encourage family (department) outings

Contact: Joe Manzella

Facilities Services Trades, Grounds, Auto Shop

Strengths:

- Great attitude
- Good communication skills
- Expertise in the field
- Comparatively cost effective service
- High level of customer service

Strategies:

- Implement student surveys
- Modify work order system to be more user-friendly
- Standardized safety signals for electric carts (bell or alarm)

Contact:
Facilities Services

Strengths:

- Customer service
- Follow safety protocols
- Tactful
- Professional
- Resourceful
- Dependable

Strategies:

- Alternative shifts and work weeks
- Security – electric locks on all doors
- Accountability
- More resources at grass roots level
- Support from above
- Safety training – protective classes/near misses

Contact: Rick Clack

Financial Services, ASI Finance, Procurement

Strengths:

- Customer service
- Teamwork
- Organized
- Communication
- Knowledge

Strategies:

- Better communication (meetings, email, etc.)
- Continuous improvement process
- Development training
- Succession planning
- Maximize resources
- Empower employees

Contact: Karen Massey
Housing and Zone Management

**Strengths:**

- Environmentally friendly
- Positive attitude
- Customer service
- More with less
- Adaptive
- Team orientated
- Friendly to students
- Collective problem solving
- Bridge gap between campus and facilities
- Patient
- Strong, clear communications

**Contact:**

Public Safety

**Strengths:**

- Serve the public/provide safety
- Work well together
- Demonstrate concern to the campus
- Focused
- Problem solvers
- Consistent
- Accessible/available
- Visible/present
- Trustworthy
- Professional

**Strategies:**

- Be creative
- Improve signage
- Improve buy-in
- Create a welcoming, attractive and more visible lobby/building
- Increase traffic signs
- Improve communication
- Better bike awareness/compounds
- Educate campus
- Increase presence
- Enhance service centers
- Enhance radio communications (repeaters)

**Contact:** Nooria Kakar
Risk & Space Management

Strengths:

• Detail oriented
• Customer service
• Care about what we do
• Provide information and resources

Strategies:

• Respond to customer requests within 24 hours
• Improve websites to be more useful to visitors

Contact: Emily Parmelee

Student Financial Services Center

Strengths:

• Consistent
• Share information
• Customer focused
• Teamwork
• Good morale
• Have fun
• Caring
• Informed
• Adaptable
• Support campus events

Strategies:

• Open house
• Department mingle
• Departmental problem skits
• Open forums
  ▪ The why behind “no”
  ▪ What your OneCard can do for you
• Customer feedback survey
• Test staff knowledge (fee test)

Contact: Gina Curry
UTAPS, Facilities

Strengths:

- Customer service
- Punctual
- Adaptable
- Creative
- Uniforms
- Reliable
- Confident

Strategies:

- Get to know ABA’s vision
- Create harmonious environment
- Communicate inter-departmentally
- Be open minded
- Say “no” when necessary
- Draw on support from above
- Fix traffic flow at PS1
- Remove pillars, arm-guards and bollards
- Add more lights in parking lots

Contact: Vladimir Brinkerhoff