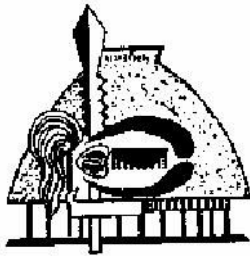


Physical Facilities Management

Administrative Standard Operating Procedures

2013



**Maintenance
Custodial
Security
Grounds**

The purpose of this SOP manual is to optimize administrative processes within the PFM department. These procedures are conducive to fulfilling our department mission and achieving our expected outcomes.

PFM Mission Statement

To maintain and support quality services in the areas of maintenance, landscaping, and a clean environment seen on campus, housing area, facilities and grounds. It is also the mission of the Physical Facilities Management Department to hire qualified personnel, to improve the quality of the work environment for employees, and to protect and secure the safety of students, college personnel, property, and the visiting public.

PFM Expected Outcomes

Outcome1: The administration office under PFM employs a system to execute, track, and communicate progress of job orders in a timely manner

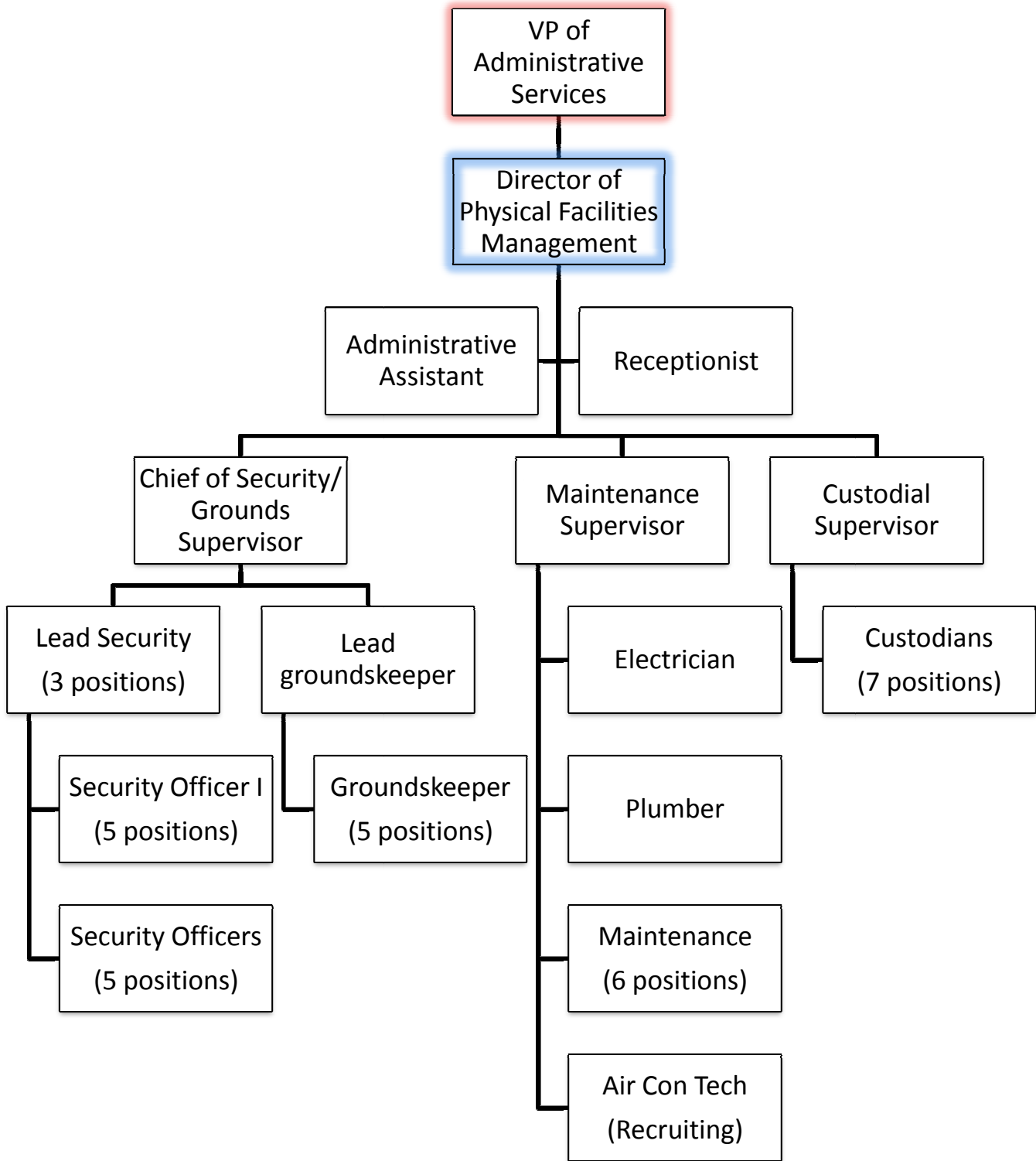
Outcome2: Students, Faculty and Staff, are ensured a safe and secure campus environment, free from drugs, violence, harassment and discrimination, that promotes a vibrant campus life.

Outcome3: Students, Faculty and Staff are ensured a clean and healthy campus atmosphere that supports a learning environment.

Outcome4: Students, Faculty and Staff are ensured safe, regularly maintained facilities and equipment that are in compliance and meet Federal and Local requirements/ Regulations.

Outcome5: Students, Faculty and staff are ensured safe, regularly maintained campus grounds and periphery.

PFM Organizational Chart



PFM Administrative Office

SOP #	PFM-0001	Responsibility:	Administrative Assistant
Title:	Routing and logging Job Orders (JO)	Policy:	Strategic Plan , Outcome 1
Scope:	PFM	Review Date:	November 29, 2013
PFM Director Approval:			

Description:This SOP is for the routing and logging of Job Order Requests by Administrative Assistant.

Procedures:

1. Job Order (JO) forms(see pg 5)are available at PFM Administrative Office or VP of Administrative Services office.
2. For processing, all job orders must be received in PFM Administrative Office either by delivery of physical form or emailed form directly to PFM Administrative Assistant (AA). Emails requesting work to be done will not be accepted unless an official Job Order form is completed. This includes work to be done for “Facility Requests” issued to the Vice President of Administrative Services Office.
3. Upon receiving JO form, AA must**immediately**assign a Job Order number to the JO.
4. Next, AA must initiate a Job Order Checklist (see pg. 6) by recording down the JO#, Date and Time JO was received, and the Department making the request. This is an internal form to help PFM track JO requests. This checklist must be attached to every JO form received. The AA must then log the JO information. The paper work is then given to the Director to determine which Supervisor will handle the job.
5. After the AA has initiated the checklist, it will then be attached to the original JO form and forwarded to appropriate Supervisor.
6. At the end of every week, a summary log based on theinformation logged must be submitted to PFM Director for approval and forwarded to the Vice President of Administrative Services.
7. Upon completion of JO, Administrative Assistant must follow up with originator of job request to confirm completion and note it on checklist. The originator must sign the **original** Job Order request form.
8. Complaints about execution of JO must be noted on JO checklist by Administrative Assistant and then forwarded to Director.If there are no complaints, Admin Assistant may close JO on the checklist.

Physical Facilities Management Standard Operating Procedures

9. The checklist will be logged on the Administrative Assistant's computer. A summary of this log must be given to the VP at the end of each week by 4:00 pm on Fridays. Administrative Assistant is required to print this log and have PFM Director sign off on it before submitting to the VP of Administrative Services.



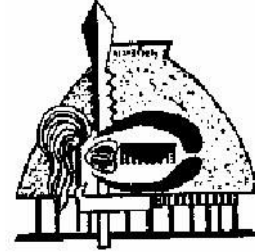
JOB ORDER FORM

AMERICAN SAMOA COMMUNITY COLLEGE

<u>Job Order #</u>

Request by Name	Date Requested
Approved by Signature of Dean or Director	Date Approved
Job Request	
* APPROVAL *	
PFM Director	VP of Administrative Services
Signature and Date	Signature and Date
FACILITIES and MAINTENANCE USE ONLY	
Employee Assign to the job order	
Name:	
Job Started on: (date)	
Job Ended on: (date)	
Inspected by:	COMMENTS:
Supervisor Designee	
Inspected by Originator:	
Signature and Date	

PFM Job Order Checklist



Job Order # _____
 Date Received _____
 Time Received _____
 Department _____

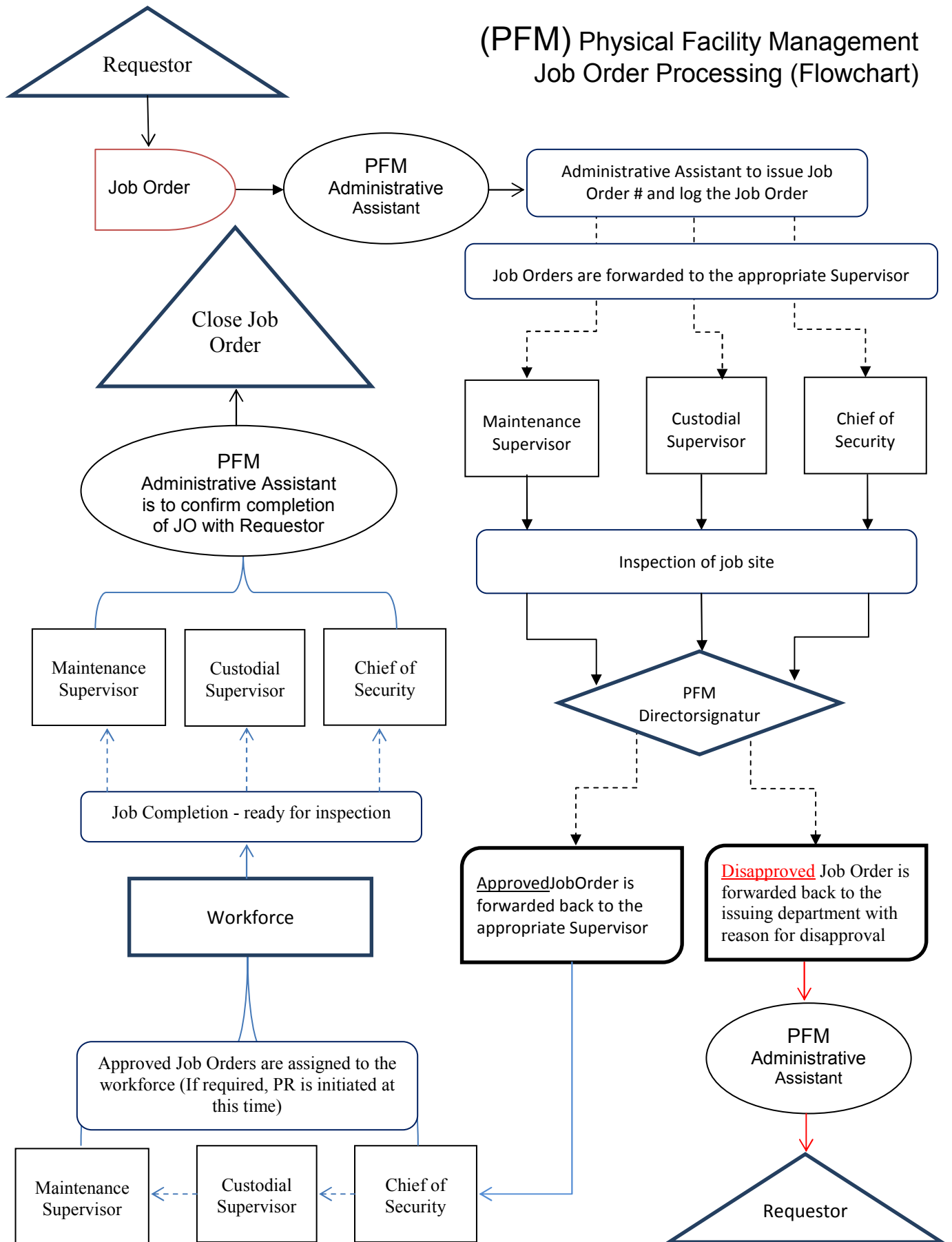
	Yes	No	
1. Job Site Pre-Inspected by Supervisor?			Supervisor initials:
2. Require PR? (If no, skip to #6)			Supervisor/ Director initials
3. Assigned personnel?			Name of assignee:
4. Date PR submitted			Procurement initials:
5. Date supplies received			Procurement initials:
6. Date/ Time JO assigned			Assignee initials:
7. Date / Time JO completed			Assignee initials:
8. Job site Post-inspected by Supervisor?			Supervisor initials:
9. Confirmed by Originator?			Originator initials:
10. Closed JO?			Admin Assistant initials

Comments:

Supervisor's Initials for closeout of JO _____

Director's Initials for closeout of JO _____

(PFM) Physical Facility Management Job Order Processing (Flowchart)



SOP #	PFM-0002	Responsibility:	Supervisors
Title:	Executing Job Order (JO)	Policy:	PFM Outcome 1
Scope:	PFM	Review Date:	November 29, 2013
PFM Director Approval:			

Description:

This SOP is for Supervisors charged with overseeing the execution of job orders within each sub-department.

Procedures:

1. Supervisor is required to continue with the routing of checklist by acquiring the appropriate initials for each area of the checklist.
2. Supervisor must pre-inspect job site within 24 business hours after receiving a JO request form and assess work to be done and report back to Director after completing assessment.
3. Any work requiring materials or supplies to be purchased must be approved by the Director on the JO form. Supervisor will then proceed to schedule (see SOP# PFM-003) designated staff member to execute job.
4. For orders which require a Purchase request, a copy of the request must accompany the Job Order and checklist before being returned to Administrative assistant to close out the Job Order.
5. Assigned personnel are required to report back to Supervisor upon immediate completion of work requested so that Administrative Assistant may make note of it (see SOP # PFM-003, step 4).
6. Supervisor must post-inspect work done after completion and sign off on Job Order request form, sign off on checklist and return paper work back to Administrative Assistant to close the JO.

SOP #	PFM-0004	Responsibility:	Director/ Maintenance Supervisor/ Administrative Assistant
Title:	Maintenance Scheduling	Policy:	PFM Outcome 1
Scope:	Internal	Review Date:	November 29, 2013
PFM Director Approval:			

Description:

This SOP is for the scheduling of maintenance crew to complete job orders. This schedule will expedite the processing of Job orders as well as keep track of crew.

Procedures:

1. All scheduling of maintenance crew is a collaboration of Director, Maintenance Supervisor, and Administrative Assistant on a weekly basis. Schedule is recorded on White Board in the PFM Administrative Office.
2. Staff members are required to keep within scheduling. If JOs are completed before the time allotted, personnel are required to report back to Supervisor for new assignment. Maintenance Supervisor must contact Admin. Assistant to make changes to the schedule Board.
3. See schedule on next page for an example of how JO's can be scheduled.
 - After JO is assigned a number, this # will be given a slot on the weekly chart.
 - Next to each JO# will be the names of personnel assigned to it.
 - Once a JO has been completed, meaning the checklist and JO have both been signed off, Administrative Assistant will note it on schedule. At the end of the week, Administrative Assistant can use this schedule board to summarize the week's activities in a report to the VP of Administrative Services.
4. Once JO is scheduled, Admin Assistant may inform Originator of the day and time they are scheduled if inquired however letting them know that all scheduling is subject to change.

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Maintenance Crew Scheduling (sample)

Time	Monday	Staff	Tuesday	Staff	Wednesday	Staff	Thursday	Staff	Friday
7:30	Briefing								
8:00	JO # C-1001	Mapu, Mark, Isaako	JO # M1002	Mapu, Mark, Isaako					
8:30							JO# P-1009	Moe	
9:00					JO#M1002 closed				
9:30	JO # E-1004	Manu			JO# C-1007	Manu, Moe, Isaako	JO # P 1009 closed		
10:00									
10:30	JO# E-1004 closed								
11:00									
11:30									
12:00	JO # C1002	Mapu, Mark, Isaako							
12:30									
1:00			JO# M-1003	Moe, Mapu					
1:30									
2:00									
2:30									
3:00									
3:30									
4:00									

SOP #	PFM-0005	Responsibility:	Director
Title:	General PFM briefing	Policy:	PFM Outcome 2
Scope:	PFM	Review Date:	November 29, 2013
PFM Director Approval:			

Description:

This SOP is about briefing procedures which all members of PFM are required to attend. Briefing is conducted to support SOPs and to communicate action plans for the week and is also a means for discussing task sharing among sub-departments.

Procedures:

1. All supervisors are required to attend general briefing meetings scheduled by Director for all sub-departments.
2. Supervisors are required to also brief their personnel on issues discussed in the general briefing if they do not make the scheduled time of the briefing.
3. Consistently missing briefing meetings will result in a write-up.

SOP #	PFM-0006	Responsibility:	All Security Officers
Title:	Security Incident Reports	Policy:	PFM Outcome 2 and 4
Scope:	Institutional	Review Date:	November 29, 2013
PFM Director Approval:			

Description:

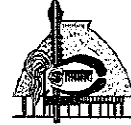
This SOP is for the completion of Incident Reports following an incident on campus. Incidents include, but are not limited to physical or verbal altercations, vandalism, theft, assault, etc.

Procedures:

1. Any incident on campus in violation of policies on conduct must be recorded in an **ASCC Incident Report** (see pg 14) by the security officer/s handling the incident.
2. The Incident Report form is available in the Security Office on campus.
3. This incident report must include the date, time, location, description of the incident, names of parties involved, and names of witnesses.
4. If parties and witnesses are present, an **ASCC Incident Statement**(see pg 15) must be completed by all.
5. The incident report must then be forwarded to Student Services for resolution.
6. The resolution can be recorded on the Incident Report Form or a copy of the decision by the review board can be attached to the incident report which is forwarded back to Security Office for filing.
7. It is required by law to post crime rate report for campus security (campus life). This report must be submitted

Physical Facilities Management Standard Operating Procedures

American Samoa Community College
Security Office
Incident Report:



Date of Incident: _____

Time of Incident: _____

Reporting Officer: _____

Place of Incident:

Description of Incident:

Parties Involved:

Resolution (if any):

Witnesses :

Physical Facilities Management Standard Operating Procedures

SOP #	PFM-0002	Responsibility:	Supervisors
Title:	Bi-Weekly Reports to ASG	Policy:	
Scope:	PFM	Review Date:	November 29, 2013
PFM Director Approval:			

Description:

This SOP refers to the mandated bi-weekly report to ASG due every Friday of pay week. The Administrative Assistant is responsible for compiling reports from the three sub divisions and submit final report through Compliance Assist

Procedures:

1. Administrative Assistant will remind Supervisors of their reports on Wednesday of every Pay week.
2. Supervisors must complete Bi-weekly report template and submit to Administrative Assistant by Thursday of ever pay week by 4:00 pm.
3. Administrative Assistant will enter Bi-weekly report into Compliance Assist and send email to notify Institutional Researcher (who compiles Institution’s bi-weekly reports) that bi-weekly has been successfully entered.

SOP #	PFM-0001	Responsibility:	Security Lead Officers
Title:	Security Daily Report	Policy:	PFM Outcome 2
Scope:	Maintenance	Review Date:	November 29, 2013
PFM Director Approval:			

Description:

This SOP is for the completion of a daily Security report of activities conducted by security during each shift. Lead Officer may designate Security member to write up report.

Procedures:

1. At the end of every shift, security is required to complete a log of activities performed during that shift in a daily report.
2. This report must reflect the time the activities occurred as well as the names of the officers performing the activity, and any detailed record of suspicious findings.
3. This report must be compiled each week to be given to the Chief of Security (CoS). The CoS will approve and forward the report to PFM Administrative Office.
4. Security Officers who fail to give a daily report will undergo the proper steps as explained in the Personnel Manual.