

Weber State University

Shepherd Union Building

Building Manager Handbook

Re-designed May, 2018

Contact list

Union Administration

Director ### ## ##
Associate Director ### ## ##
Administrator ### ## ##
Secretary ### ## ##

Building Managers

Building Manager cell phone ### ## ##
Building Manager 1 ### ## ##
Building Manager 2 ### ## ##
Building Manager 3 ### ## ##
Building Manager 4 ### ## ##
Building Manager 5 ### ## ##

Custodians

Custodial cell phone ### ## ##
Custodian 1 ### ## ##
Custodian 2 ### ## ##
Custodian 3 ### ## ##
Custodian 4 ### ## ##
Custodian 5 ### ## ##
Custodian 6 ### ## ##

Maintenance

Maintenance 1 ### ## ##
Maintenance 2 ### ## ##

Scheduling, Events, and Conferences

Events team leader ### ## ##
Events team coordinator 1 ### ## ##
Events team coordinator 2 ### ## ##

Computer Lab

Lab Manager ### ## ##

Student Leadership/ Development

Leadership contact 1 ### ## ##
Leadership contact 2 ### ## ##
Leadership contact 3 ### ## ##
Student government contact ### ## ##

Center for Diversity & Unity

Diversity Director ### ## ##

University Dining

Dining contact 1 ### ## ##
Dining contact 2 ### ## ##
Dining contact 3 ### ## ##
Dining contact 4 ### ## ##

Bookstore

Bookstore ### ## ##
Manager ### ## ##
Supervisor ### ## ##

Wildcat Lanes

Wildcat Lanes ### ## ##
Manager ### ## ##

Housing

RA cell phone ### ## ##
UV main office ### ## ##

Emergency Services

University Police Office ### ## ##
Police Emergency ### ## ##
Ogden Animal Services ### ## ##
Poison Control ### ## ##
Police and Fire Department ### ## ##
Rocky Mountain Power ### ## ##
Fire Marshal ### ## ##

Miscellaneous

Thyssen Krupp ### ## ##
Heating Plant ### ## ##
Heating contact 1 ### ## ##
IT ### ## ##

Building Manager description

Job description

Shepherd Union building managers are responsible for supervising building operations during the evening, weekends, and some holidays. The building managers are representatives of the Shepherd Union Building administration and staff when they are not present. The building managers are responsible for:

- Enforcing building policies, securing the building at night.
- Opening/closing the building appropriately.
- Communication with other departments.
- Providing general, setup, and technical assistance for scheduled events.

The **building manager lead** is the senior building manager responsible for coordinating the two-week schedule with the SEC office. The goal is to determine the need for additional staffing, event setups, and extra information for scheduled events. The lead also prepares and distributes the monthly work schedule for building managers and coordinates bi-weekly meetings with all building managers, the building manager direct supervisor, and any other staff as needed.

The building manager direct supervisor is the Associate Director of the Shepherd Union Building.

Requirements

- Able to lift at least 50 pounds.
- Able to manage basic technical setups.
- **Able to work extended shifts.** Sometimes event cleanups will run several hours past closing time and the end of the shift. The building manager will need to stay until the cleanup is completed and the building is secure or until the morning supervisors arrive.
- **Able to use critical thinking and problem solving.** Due to the nature of our work, many times you will encounter unusual situations for which no policies directly apply. A building manager needs to be able to ensure existing policies are upheld while providing good customer service.
- **Able to be self-motivated.** As administration and other staff are generally not present during your shift, you are responsible for ensuring your responsibilities are met.
- **Able to prioritize.** Quite often you will be responsible for several events running at the same time.

Building Manager policies

Building managers are required to uphold a professional appearance and attitude at all times in accordance with the following policies.

Dress code

For every-day-wear during normal shifts, all building managers are required to wear a Weber State University shirt and name tag at all times. Work shirts should have the W crest and say either Shepherd Union Building or Weber State University. Tank tops are not allowed.

Building managers should wear either jeans or khakis. Shorts and capris of any length are not appropriate attire. Skirts are also not appropriate due to the type of work we do. All clothing should be neat and clean, free of holes and stains, and all shoes must be close toed for your own safety. Flip flops and sandals are not allowed.

During the winter, jackets may be worn, but they must be Weber State University wear, and you must display your nametag on the front so it is clearly visible.

Hats are not allowed unless they are Weber State University hats.

Some events will require more formal wear, which is a Weber State University dress shirt, black or khaki slacks, dress shoes, and name tag.

Visitors

Personal visitors should not be behind the Information Desk and should not distract you from performing your job or providing appropriate customer service. This also applies to the Information Desk attendants. Should an attendant have a visitor behind the desk while he/she is working, you have the authority to ask them to leave.

Cell phones

Building managers are required to carry and answer the building manager cell phone for their entire shift. Should you miss a call, call them back as soon as you are able. Personal cell phones should not be used in front of clients and should not distract you from your work.

Building Manager policies, continued...

Headphones

Building managers should not wear headphones at any time during their shift.

Building equipment

Use of building equipment for personal use without express permission from a supervisor is strictly prohibited and may result in disciplinary action.

Disasters

During the event of a disaster emergency requiring assistance of emergency personnel, stay calm and call campus police (ext. 6460) or 911 (if dialing from a campus phone, dial 9-911). Speak calmly and clearly and include the following information:

- Your name
- Your location and contact number
- The nature and location of the emergency

If requested, the physical address for Weber State University is:

**3848 Harrison Blvd
Ogden, UT 84408**

Specify that you are in the Shepherd Union Building, which does **not** have a separate physical address.

For further generalized information concerning emergencies, refer to the J. Farrell Shepherd Student Union Employee Handbook under the section "Safety and Emergency Procedures General Instructions."

Emergency contacts

- Campus Police: ### ### ####
- Heating Plant: ### ### ####
- Ogden Animal Services: ### ### ####
- Poison Control: ### ### ####
- Police and Fire Department: 911 or 9-911 if using a campus phone
- Rocky Mountain Power: ### ### ####
- Fire Marshal: ### ### ####

If the disaster is severe, then in addition to emergency contact resources, contact the building Associate Director and custodial staff as needed. See the "Contact Information" section for phone numbers.

Active shooter

1. Immediately contact campus police ### ### #### or 911 (if using a campus phone, dial 9-911).
2. Your primary concern is your own safety and the safety of those around you. If it is safe to do so, evacuate the building. If not, find a secure place to wait until the threat is neutralized.
3. If emergency personnel approach you, put your hands in the air and make yourself as non-threatening as possible. Do not make any sudden movements to prevent being mistaken as a threat.

Disasters, continued...

Bomb threat

Updated 10/1/2012: See the back of the handbook for university-approved bomb threat checklist and call procedures.

In the event a bomb threat is called in:

1. Stay calm and attempt to get the following information:
 - Where is the bomb?
 - When will the bomb go off?
 - What type of bomb is it, and what does it look like?
 - Why was the bomb placed?
2. Record the time and date of the threat.
3. Attempt to identify the age and gender of the caller.
4. Note the caller's speech pattern (fast, slurred, slow, accent, etc.), background noise, whether he/she is familiar with the location, etc.
5. Call the police immediately.
6. Notify building administration.
7. Follow the instructions of the police and aid in evacuating the building.

In the event a bomb threat is written, given in person, etc.:

1. Stay calm, and follow the instructions for a call-in as it applies.
2. Also note the method of delivery (if delivered by a person, note physical attributes of the individual).
3. If any item(s) is involved, minimize contact with the item(s) and keep in a safe place to give to police.

Crowd control

There are certain areas designated for free speech demonstrations throughout campus. Free speech groups are allowed to gather in those areas according to group size.

When directing a crowd, stand in a visible place and speak in a calm, clear manner. Give appropriate directions using words and hand signals as well as a reason for the move.

In the event of an evacuation:

1. Direct people away from the hazard and out the nearest available safe exit.
2. Once everyone is out of the building, secure your area as assigned.
3. Gather at the predetermined staff relocation area for further instructions.

Disasters, continued...

Earthquake

Indoors

1. Drop, find cover, and hold on. If you cannot find cover, then take shelter against an interior corner and cover your head and neck with your arms.
2. You are at greatest risk from falling or flying objects. Keep away from windows and take shelter near interior walls.
3. Once the shaking has stopped, immediately evacuate the building.
4. If there are people trapped or if there are serious injuries, contact emergency services. The phone lines may be busy when you call, but stay on the line until they can help you.

Outdoors

1. Keep as far away from buildings as possible.
2. Once you are in the open, stay where you are until the earthquake is over unless you are at risk from falling objects.

Do not light any open flames, and do not do anything that can cause a spark as there may be gas leaks.

Electrical emergency

In the case of a downed line or open wire:

1. Cut the breaker to the area if you can safely do so.
2. If the incident is in the building, call Scott Thompson 801-388-8982. If it is outside of the building, call Rocky Mountain Power 877-508-5088 and have them shut off the power to the affected area.
3. Keep away from the area and ensure others stay away as well. Barricade the area off if possible.

Extreme weather

Extreme weather generally refers to snowstorms or windstorms. Usually, Code Purple will issue a warning ahead of time and will alert you to a campus closure.

Disasters, continued...

Extreme weather, continued...

In the event of campus closure:

1. Evacuate the building.
2. Lock down and secure the building.
3. Make a note of it in your report.
4. Leave.

In the event you are in the building during extreme weather:

1. Direct people in the building to shelter in place at safe areas. Safe areas include the lower floors and central areas away from exterior walls and windows.
2. Cordon off dangerous areas using stanchions, furniture, and whatever else you have available.
3. If you are trapped within the building overnight, gather those left in the building into a central location, such as room 203B (the Union Administration and Business Office behind the Information Desk). Blankets are stored in the Lost and Found.

Fire

In the event of a fire alarm:

1. The overhead system will advise people to leave the building in an orderly fashion. The system also alerts the police and the fire department.
2. As a member of the Shepherd Union Staff, you should inform anyone you pass on your way out of the building through the nearest exit that it is not a drill and that they should leave. That is as far as your responsibility goes. You are not responsible for getting people out of the building. Do not stay in the building longer than necessary.
3. Once outside, get far enough away from the building that it will not fall on you in the event of an explosion. There are four assembly areas after evacuation:
 - South – Browning Center Circle
 - North – Belltower Plaza
 - Northwest – Bookstore Plaza
 - East – Stewart Library
4. The fire marshal and/or emergency personnel will let you know when it is safe to reenter the building.

Disasters, continued...

Fire, continued...

If you witness the beginning of a fire:

1. Contact emergency personnel and/or activate the nearest pull alarm to trigger the fire alarm system.
2. Grab the nearest fire extinguisher, pull the pin, aim the extinguisher at the base of the flames, squeeze the handle, and sweep the extinguisher back and forth until the fire is out or the extinguisher is empty. Fire extinguishers are located on every floor of the building.
3. If you fail to put the fire out, evacuate the building and await arrival of emergency personnel.

Fire alarms

The Shepherd Union Building is equipped with two types of fire detection systems: heat detectors and particle detectors.

Many things can trigger the particle detectors when there is no actual fire, and care should be taken during set-ups to avoid triggering them. This includes unattended popcorn machines, particles from aerosol cans, smoke machines, etc. In rooms with particle detectors, these items should not be used at all. Smoke and fog machines are never allowed.

The heat detectors are more accurate and only go off if the red sensor is broken or melted. Avoid hitting heat detectors with any items or overheating them.

Flames

Open flames are not allowed in the building unless given direct permission by the fire marshal. This includes candles, floating paper lanterns, and cigarette lighters.

Smoking is never allowed in the building (this includes smokeless and vapor cigarettes).

Disasters, continued...

Flooding

1. Limit the movement of the water as best you can by blocking the flow so it stays in one area to prevent further damage. Ensure that there are no electronics near the water. If electronics are near the flooded area, shut off the breakers to that area.
2. Call the head custodian ### ###. Depending on the leak, it may also trigger the fire alarm and the fire department.
3. Locate the water main and shut it off (The head custodian can help walk you through the process).
4. Call the Assistant Director.
5. Begin cleaning up as soon as possible to minimize damage. If necessary, call in main custodial staff and the other building managers to help clean up. If the flooded area is carpeted, locate a carpet extractor. If the area is tile, locate a wet/dry vacuum and mops. This equipment can be found in the main custodial office and many closets.
6. Wait for the arrival of the head custodian and other staff or emergency personnel as needed.

Medical emergency

In the event a patron is injured:

1. Alert emergency personnel immediately. If you can, have someone else do it so you can stay with the victim. Also alert building administration.
2. Keep the individual as safe and comfortable as possible to the best of your abilities. Do not move him/her unless safety is an issue. There are some first aid supplies at the Information Desk and blankets in the Lost and Found.
3. Stay with the injured person until help arrives.

In the event you are injured:

1. Notify your supervisor immediately. WSU provides all employees with workers compensation insurance for work related injuries.
2. If the injury is life-threatening, call 911 (if using a campus phone, dial 9-911).
3. Refer to the J. Farrell Shepherd Student Union Employee Handbook under the section "Safety and Emergency Procedures General Instructions" for information concerning non-life threatening injuries, blood borne pathogen exposure, and all other injuries.

The nearest AED is located in the administration building.

Disasters, continued...

Personal threats

1. Remain calm, and call campus police ### ### #### or 911 (if using a campus phone, dial 9-911).
2. If you are not familiar with the individual(s) who are issuing the threat, memorize details that may help in later identification (speech patterns, height, eye and hair color, clothing, gender, age, etc.).
3. Fill out an incident report.

Robberies

In case of armed robbery:

1. Contact the police immediately.
2. If you are present during the robbery, note the suspect's physical attributes (age, gender, height, weight, clothing, hair, skin, etc.).
3. Keep other people in the building away from the scene. Safety of yourself and others is your main priority.
4. Contact building administration. If it is a robbery in the bookstore, contact the bookstore manager ### ### #####. If it is in Sodexo areas, contact the Sodexo manager ### ### #####. Then contact the building's assistant director ### ### #####.
5. Review camera footage.

In case of missing equipment:

1. Check the set-up lists to see if it is being used somewhere.
2. Contact custodial staff currently in the building to see if they know where it is.
3. Then contact scheduling staff.
4. Perform a room-by-room check for the equipment.
5. Contact the building's assistant director ### ### #####.
6. Contact police.
7. Review appropriate camera footage.

If you see any suspicious activity, report it to your supervisor or contact the campus police.

Disasters, continued...

Wild animals

In the situation where a wild animal becomes trapped inside the building, assess the threat level to determine whether or not the animal can be safely approached and possibly captured and/or guided back outdoors without the aid of professional animal services. If you determine the need for such services, contact Ogden Animal Services ### ###. If the animal is dangerous, try to contain it to one area of the building and evacuate accordingly until Ogden Animal Services arrives.

Frequent issues

This section outlines procedures and recommendations concerning frequent issues that building managers may encounter while working.

Accommodating groups

Decisions regarding groups are made at your discretion. Use your best judgment, common sense, and the building policies for guidance.

Groups with reservations

If a group asks for something not listed on the setup and it is a reasonable request, do your best to accommodate them.

If a group asks for something that will require an extra charge, an unreasonable amount of time, a greater amount of staff than working, or something that is against building policy, politely explain the charge, the time frame, or the policy. If they agree to the charge or time frame, proceed at your own discretion and make note of it accordingly.

If the group is persistent in violating a policy, you may need to contact the fire marshal, events team lead, or events team coordinator for advice or backup.

Groups without reservations

If a group comes in requesting use of a room and they do not have a reservation, accommodating them is entirely at your discretion. If you can easily accommodate them, it is up to you. If you cannot, politely inform them that there is no available space and recommend they contact the SEC office to schedule a room for the future.

Waitlist

On busy days, some events may be waitlisted if more than one group has scheduled a room during the same time period. Waitlisted groups will almost always have been informed of this by email beforehand, and their status will be indicated in the schedule. You are not obligated to accommodate a waitlisted group unless specifically told otherwise by the SEC staff. The scheduled event takes precedence.

This also applies to groups set as tentative.

Contact the SEC staff if there are any questions or concerns.

Frequent issues, continued...

Bikes, scooters, skateboards, etc.

Unless they are needed for medical purposes and the owner can provide appropriate documentation, such things as bikes, scooters, skateboards, roller skates, etc. are not to be used in the building. Guests can walk or carry such items with them through the building, but if they try to ride them, you can ask them to stop or leave.

Bookstore

In the event that the bookstore alarm is activated after hours, the police will automatically be alerted.

In the event that you find the bookstore alarm has not been set while you are locking the building for the night, either contact the campus police ### #### or the bookstore manager ### ####.

If an employee asks you to let them into the bookstore because of a forgotten item, etc. after the bookstore has closed, have them contact the bookstore manager or their supervisor or have them wait until the bookstore opens next. Do not try to let them in. You will set off the alarm.

Doors failing to lock

For exterior doors:

If all exterior doors fail to lock, use your swipe card on the north atrium doors to lock the building. If a single door or several doors will not lock, contact maintenance ### ####.

If it is one of the four exterior doors on the first floor, then you may need to use an allen wrench to lock them. There is an allen wrench on the building manager keychain that has the keys for the sound systems.

Computer Lab gate:

In the event that the mechanical gate enclosing the computer lab fails to lower, do not try to force it. Contact maintenance immediately by calling ### ####.

Frequent issues, continued...

Doors failing to lock, continued...

For exterior doors:

If an interior door fails to lock appropriately, consider the following:

- 1.** Sometimes, the interior door locking mechanism gets stuck. On the inside of the wooden doors, there is a thin, vertical metal bar close to the edge. Manually move it up and down to try to activate the locking mechanism.
- 2.** If that does not work, secure the door as best you can using zip ties or whatever you have available to you.
- 3.** Place a work order as outlined under Submitting Work Orders.
- 4.** In your report, make a note of the issue and that you submitted a work order.