



Facilities Management
Services Division

Newsletter



Words from Vice President

Congratulations, Welcome and Thank you!
Winners of our Employees of the Quarter award.

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Welcome Our New Hires!

Building Services
&
Christine Zelt

Our unit is growing and developing new ways to provide enhanced services. We have a new Director, new initiatives, and new approaches to address some of the recurring opportunities our Division experiences. We are up for the challenge!



Movers & Shakers!

Administrative Services
Building Services
Design & Construction
Facilities Planning
Maintenance & Operations
Renovations

Employees of the Quarter Awards!

Employees of the Quarter award to recognize staff who provided exceptional service by going above and beyond their normal job responsibilities.

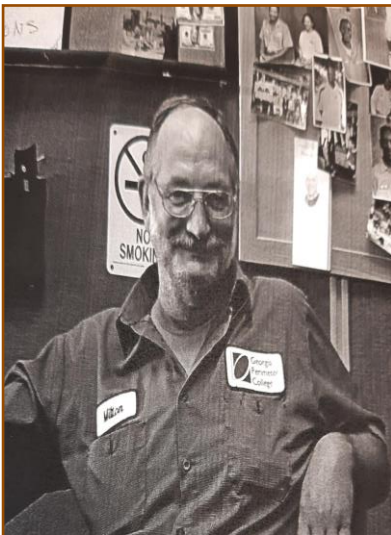
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October 2021

Employees of the Quarter!

Winner
Milton Johnson

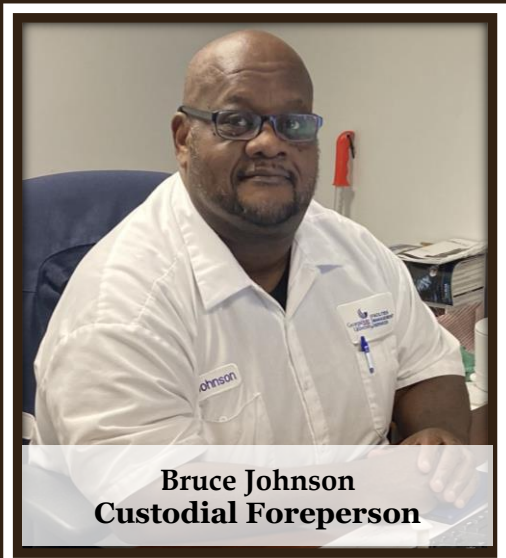


Milton Johnson
Skilled Trades Worker

Milton is an exemplary Facilities maintenance associate. Over the past few months, besides taking care of his normal daily duties, he converted 99 sidewalk lights to light-emitting diode bulbs. Milton saved the University System of Georgia approximately \$50,000 with \$500 per light. I'm not sure that any other associates in any department have done this amount of savings.

- Ronald Taylor

Winner
Bruce Johnson



Bruce Johnson
Custodial Foreperson

Mr. Bruce Johnson started with Georgia State University in April of 2007 as a Custodian Foreperson. Since becoming a Custodial Foreperson Mr. Johnson has been asked to take on additional responsibilities throughout his tenure here at GSU. At times, Mr. Johnson has been responsible for procurement of supplies and equipment, management of the Building Services warehouse, assisted in the management of the Campus Services unit within Building Services and management of GSU's Covid Supply inventory. All of these additional tasks were above and beyond his everyday responsibilities of day to day operations of managing 30 + team members and over 1.3 million maintainable square feet. That said, Mr. Johnson has taken on these additional responsibilities with pride and has continued his commitment to providing the best customer service and outcomes for all he engages. – Paul Kany



My name is Christine Zelt, and I'm thrilled to join Georgia State University! I am the new Director, Administrative & Customer Services. During these first few weeks, I've felt warmly welcomed by all and look forward to meeting more of you soon. I have nearly 20 years of experience in higher education, where I worked in both academics and operations. Most recently, I led **business administration for the Facilities Division at Kennesaw State University**.

Our Administrative & Customer Services group is a wide-ranging team that includes Budget, Human Resources, Facilities Information Systems, and Customer Services. We are a vital support system for our division and work hard to provide the best service and university experience for our customers. For me, this saying from Chris Voss captures the essence of Administrative & Customer Services, *"Everybody we encounter should be better after the interaction."*



Welcome back Students, Faculty, and Staff

*Masks are strongly encouraged on all campuses.
Stay diligent and be safe!*

It is great to see all our students come back for in-person classes after almost 15 months. They bring much-needed vitality and vibrancy to downtown Atlanta. I am sure all the restaurants and businesses downtown appreciate their presence and the activity. Thanks to all of our Facilities staff for providing the necessary support services despite severe staffing shortages in all departments.

Congratulations to Bruce Johnson, Custodial Foreperson, and Milton Johnson, Skilled Trades Worker, the winners of Employees of the Quarter (CY 2021 3rd Quarter), for their dedicated service!

*"Education is the most powerful weapon which you can use to change the world".
-Nelson Mandela*



KUDOS AND CREDITS!

Thank you, Mary Flemister

TRiO Alpharetta Space Request

Good morning Mary F.,

I hope this email finds you well. The purpose of this email is to thank you for taking time out of your day to tour the warehouse with me this past Tuesday. I appreciate that you could embrace the vision of creating a student focused space for our students to embrace as 'Your Space, Our Space,' a space for students to thrive. I hope you are having success bringing it all together, I look forward to hearing from you soon. Again, thank you for sharing your expertise. The team and I are excited and anxiously waiting for our move in date. Our number of student participants are increasing daily, we now have over 40 participants expecting services 😊. Have a Fabulous Friday and weekend!

Regards,

Vickie Johnson, LMSW

Project Director, TRiO Student Support Services
Georgia State University, Perimeter College
Alpharetta Campus



Thank you, Corine Riley

Hello Steve, hope all is well.

Just wanted to give thanks to Corine. It is her "routine" practice to go above and beyond the call of duty. If she could receive Employee of the Quarter every quarter of the year she would deserve it!

We appreciate her!

Monica Phillips

Business Manager II
Facilities Management Services

Thank you, Mr. Cornelius

Tree Pruning - LRC Building @ Dunwoody

Good morning Mr. Cornelius,

Thank you so very much for taking care of the trees for us so expeditiously! The windows look AWESOME!!!

I appreciate you and hope that you have a great day!

Kandice Gates

Admin Coordinator
GSU Library Services Administration



Thank you, Paul Kany

Equipment Transfer Request Mass Specs 438A NSC

Dear Paul,

I just want to express my greatest appreciation to you and your team for the help to move the instruments this morning. You all are professional and friendly. Thank you very much and have a good weekend.

Siming Wang
Research Scientist, Senior
Chemestry department

Thank you, Paul Kany Building Services

Team - Great job to the facilities team for PSC 4th floor

Good afternoon,

My name is Kimberly Morelli. I am part of the faculty for the Department of Physical Therapy. We have classrooms on the 4th floor of PSC – 439, 444, 450 and 451. I just wanted to give a big thank you to your team! They have done an amazing job this semester and feel they deserved to be recognized! I have been here at GSU for 11 years, in PSC for 10 years. This is by far the best crew in regards to the cleanliness of our classrooms and the overall space. I really appreciate all that you and your team are doing!

Best,

Kimberly

*Kimberly Morelli, PT, DPT, MTC
Clinical Professor and Director of DPT Program
Byrdine F. Lewis College of Nursing and Health Professions*

Thank you, Jim Lee

Hi, Ramesh

I'd like to commend the Facilities Department regarding the recent August newsletter that I recently viewed.

I understand that Deborah Dunbar, a long-time colleague of ours in HR Administration, was instrumental in designing the newsletter. The formatting, layout, and content of the entire newsletter is superb so your department should be commended on the informative publication. Also, the Facilities progress with renovations and the many changes on campus like the Kell Hall greenspace and upcoming Convocation Center are outstanding.

Deborah worked with us in previous years in volunteering her time and expertise to train others in Excel and other applications. I'm sure you all value her unique skills, generosity, and charisma as we do.

Your newsletter is so admirable that it has inspired us to revive a newsletter for our HR [Talent Management Office](#) so that we can update and recognize HR staff members.

We're here to serve Facilities staff with free professional development courses [HERE](#) as well as organizational development and consulting requests.

Regards,
Jim L. Lee

*Administrative Coordinator | Organizational Development & Consulting Services
[Talent Management Office](#), Unit of HR Administration*



Design and Construction Services

The University Career Services Center recently moved from their Student Center West location into their new space at 25 Park Place, Suite 111. Now housed in the former SunTrust Bank lobby, the completely renovated space is complete to accommodate the GSU staff and services that help prepare students for their future careers. The 5,200 square foot renovation includes: **Expansion Open Reception Area** with:

- ✓ Two Student Lounges
- ✓ Touchdown Bar
- ✓ Seven Student Computer Stations
- ✓ Nine Staff Offices
- ✓ Four Interview Rooms
- ✓ Training Room and Breakroom
- ✓ Copy Station
- ✓ Career Closet along with Support Spaces

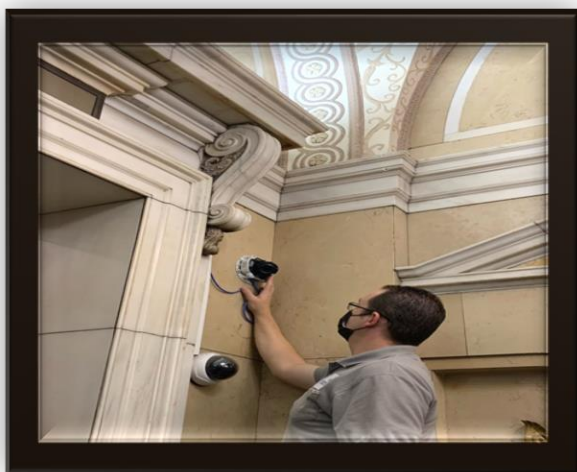
The project design was by HLGstudio, LLC, and built by Humphries & Company. The Design and Construction project Manager Nikki Porter.



Facilities Planning

The Facility Planning Department focused much of its efforts in these recent months on the allocation and preparation of multiple spaces in anticipation of the return of students to campus for the Fall Semester. The vacant restaurant in 55 Park Place was set up to provide COVID-19 testing and provide vaccinations. This temporary health services center provided vaccinations to one hundred fifty students, faculty, and staff in its first week of operation. Locations to provide Student Support Services (TRIO) on the Newton and Alpharetta campuses have been identified. These additions mean that TRIO is or will soon be available to GSU students on all campuses. Arrangements for faculty studios have been completed on the 3rd floor, Courtland Building, providing temporary space until the basement space is prepared for their permanent use. The mail service operations currently housed in One Park Place will soon be relocated to the basement of T Deck to provide a consolidated mail sorting/delivery operation serving all GSU campuses. Finally, with the new Career Center open in 25 Park Place, Student Affairs will begin using the vacated Center space on the second floor of Student Center West to provide enhanced meeting/workspace for student groups and organizations.

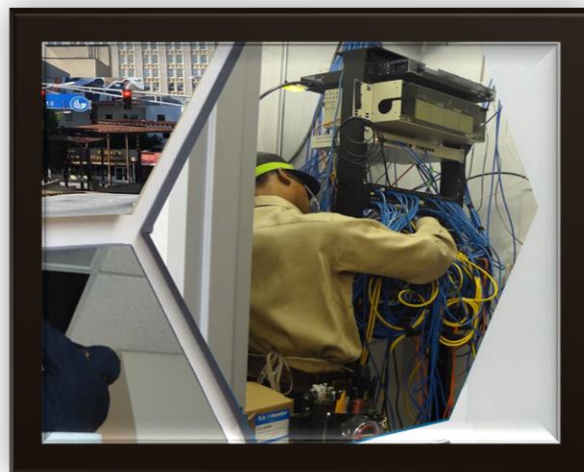




Renovations

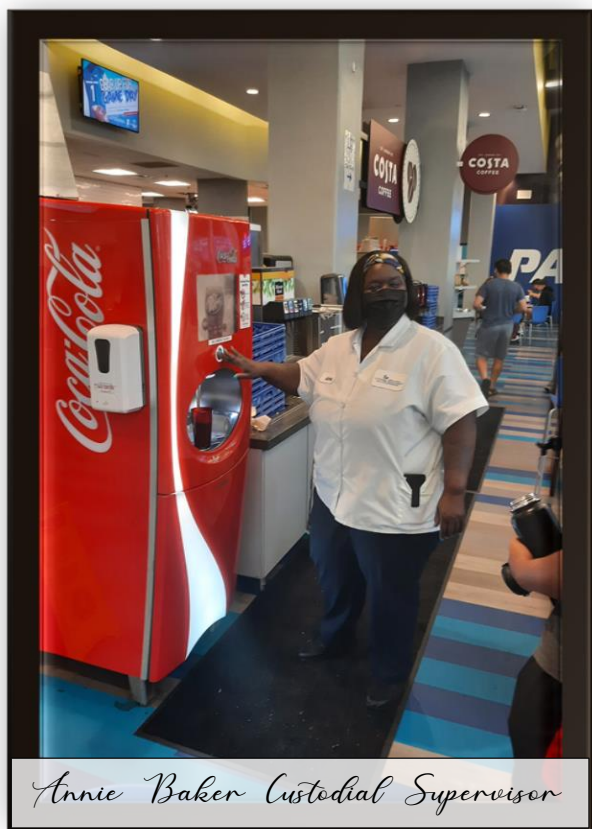
Did you know that the Renovations Department performs security camera maintenance and installation? Renovations currently have one **Security Camera Technician, Joseph Glover**, who provides these services to the Atlanta Campus and all Perimeter campuses. This calendar year, we have received over 230 maintenance requests for currently installed cameras. Maintenance for the cameras includes anything from cleaning camera lenses, diagnosing data or power issues or outages, to updating and replacing older cameras. Renovations also receive requests for new camera installations and work with the GSU Police to determine the proper location for the new camera placement.

Renovations is proud to play a role in assisting with security needs at all six campus locations and helping to provide a safe environment for students, faculty, and staff.



Maintenance and Operations

GSU maintenance and operations are one of the busiest divisions on campus, and it encompasses heating, ventilation, air conditioning (HVAC), electrical, plumbing, and carpentry. Our maintenance team is responsible for responding to daily calls from faculty, staff, and students and performing preventative maintenance to ensure a long equipment lifespan. HVAC mechanics on campus manages everything from thermostats to significant heating and cooling equipment (e.g., boilers, chillers, etc.) to provide a safe and comfortable environment. Electricians generally operate and maintain all electrical distribution in our buildings (e.g., electrical panels, etc.), replacing lights, and assisting HVAC technicians in resolving building-wide electrical/mechanical issues. Plumbers inspect, repair, and maintain, everything from drains to toilets, urinals, and lavatories. Additionally, plumbers are crucial to identify leaks in buildings, running water (or high water consumption), and ensuring our backflow preventers are functional. Finally, our carpenters tackle all manner of issues, from structural repairs to walls to painting to hanging items in spaces across campus. They ensure that the indoor environment represents our campus well to our future students, families, faculty, and staff. This is just a broad description of the many tasks that our maintenance department is responsible for; If you have any questions, you can contact our Customer Communication Center 404 – 413 – 0700, the technicians in your building or visit our office at 34 Broad! – Paul Skelton



Annie Baker Custodial Supervisor

Building Services

Campus Services and Custodial Services:

The fall semester is in full swing, and our Custodial, Grounds and Landscaping and Campus Services teams are busier than ever with the return of Faculty, Staff, and Students. The teams are diligently providing services to support our campus community to enhance the learning experience and offer a clean, safe, and aesthetically pleasing environment. The safety of our campus community is a top priority for Building Services, and we will continue to be very conscious of Covid 19 and the impact the virus can have on our campuses. We still continue to face a challenging employment market and maintain our partnerships with our peers and customers across our campuses to ensure continuity in the level of service provided.

In recognition of our great Building Services teams, we celebrated "**National Building**

Services Week" the second week of September. The Building Services staff was recognized with a special luncheon for their hard work, dedication, and for continuing the GSU mission at hand.

Grounds and Landscaping Services:

Greetings all, Fall Is Right Around The Bend!

We are pleased to announce that all campuses were prepared and up to standard for our fall semester. We completed many facilities appearance-enhancement projects on all campuses. There were landscape enhancements, as well as windows washing and pressure washing projects. Therefore, all our efforts were to raise the appearance level at all GSU facilities so that all our students, faculty, staff, and visitors will enjoy a welcoming and pleasant environment while visiting any of the campuses.

Projects are scheduled to be complete during the fall relating to landscaping, which will continue to give GSU campuses' grounds and landscape the desired appearance. Well, until the next time, enjoy the fall season, and all the beautiful colors fall brings. - Steven T. Whitfield



[Alvin Smith](#), [Bobby Ferguson](#), & [Kelvin Kirkland](#)

Administrative and Customer Services

The Administrative and Customer Services unit is growing and developing new ways to provide enhanced services.

We have a new Director, new initiatives, and new approaches to address some of the recurring opportunities our Division experiences.

We are up for the challenge! Under the direction of our new **HR Officer Fatoumata Egebara**, we are undertaking several new initiatives to try and meet the challenges of meeting our staffing needs. We've started utilizing a new avenue for posting our vacant positions in an effort to reach a wider audience – the Georgia Department of Labor's (DOL) Employ Georgia site. It gives us the chance to reach job seekers registered with the DOL and actively seeking employment opportunities!

Recently, we began partnering with **Lincoln College of Technology in Marietta** to recruit graduates of their HVAC and Electrical programs for our Maintenance and Operations unit. We attended a job fair there on September 9th, with members of the HR team and a couple of Zone Managers to meet with potential applications and learn more about the program. We look forward to partnering with more institutions like this in the future and find new opportunities and means for recruitment.

We're also conducting a "marathon" of interviewing for Custodial positions beginning the week of September 27th. We're scheduling candidates throughout the day, several days a week, in order to interview as many people as we can in an

effort to fill vacancies. Since we have multiple positions available, and a candidate may have only applied for one position, we have people on standby to assist them with completing applications for other vacancies. This means that if we fill the position they originally applied for with another candidate, they can be offered a comparable position without having to come back for another interview. We plan to make this a recurring practice until we again get adequate staffing within Building Services. This is a new approach, and something we hope brings great rewards for our Division.

Stay tuned there is more to come!



GOT QUESTIONS?

WE'VE GOT ANSWERS:

For the segment this quarter, we are answering a question regarding how to get a position posted.

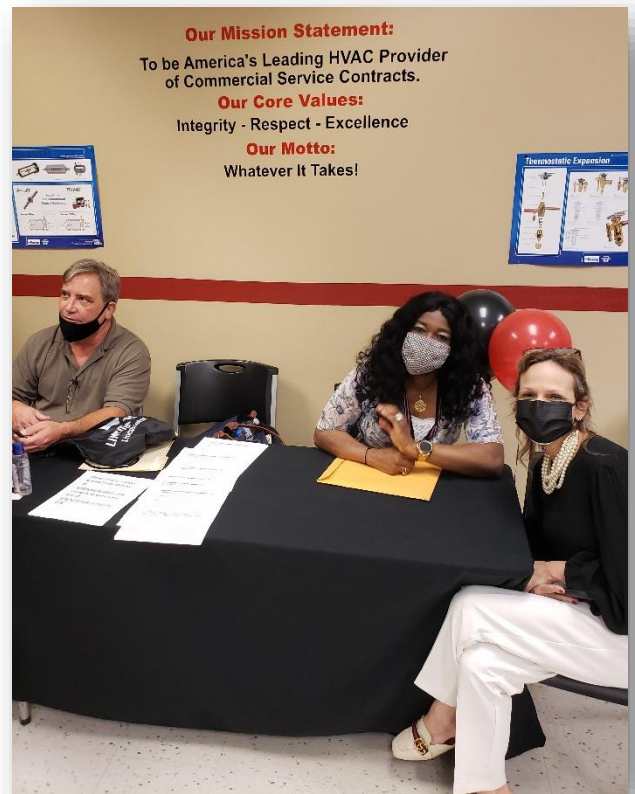
Question:

Some colleagues have asked *“How long does it take to get a position posted?”*

Answer:

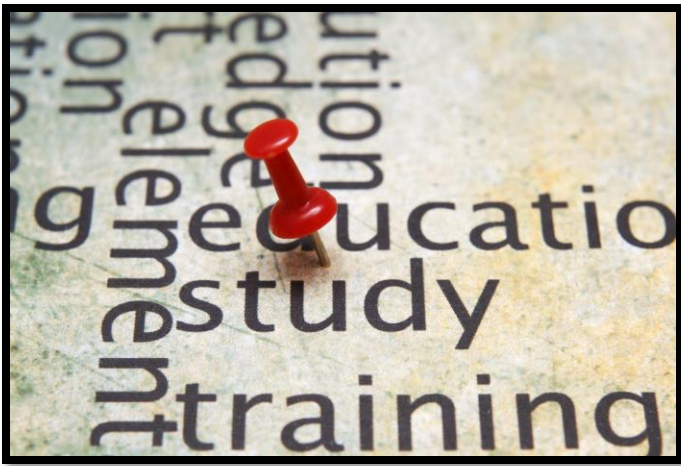
When you are considering posting a position for hire, you should first think through how the position became vacant/available:

1. Was the position newly created - budgeted by leadership?
2. Was the position vacated after being filled three or more years?
3. Was the position vacated by a new hire (*still in the probationary period*)?



Each of those options follows a slightly different path for review and approvals before the position can be posted. The latter option can take less than two weeks; the first option may take several weeks. In all cases, though, the vacancy will need to be reviewed by our internal HR unit (lead by Fatou Egegbara) and Central HR's Classification and Compensation and Talent Acquisition departments. So, once you've determined how the position became available, reach out to Fatou and she will guide you through the steps necessary for your specific situation.





Level up your skills - Training!

Deborah Dunbar
Microsoft Certified Instructor



New business technologies are being created all the time, with exciting new developments that can assist staff employees in meeting higher demands and working faster, flexibly, and more efficiently. But without the necessary experience, education, or knowledge to effectively use the latest programs and tools, employees can feel frustrated, limited, and stressed. [Sign up for our Microsoft classes.](#) Microsoft Excel – **Formulas, Pivot tables, Dashboards,** Word, Access, **Create stunning PowerPoint slide decks.** Indispensable Microsoft training from the absolute beginners to the advanced employees. **Archibus** training for Facilities staff and Building Facilitators.

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Committee: Administrative: Kevin Chappell ★ Design & Construction: Nikki Porter ★ Fire Safety: Jennifer McWhorter ★ Maintenance & Operations: Paul Skelton Planning: Mary Flemister ★ Building Services: Paul Kany Renovations: Lenord Wiczorek

SAFETY TIPS

(FIRE AND SAFETY)

Learn the Sounds of Fire Safety
2021 Fire Prevention Week
October 3rd – 9th

What those sounds mean?

1. **Constant Chirping?** – Battery weak and need to replace the battery.
(Sounds like a bird)
2. **A loud, steady alarm and piercing** – Time to get out immediately!

How to respond to them:

1. Get out of your home **fast** within 2-3 minutes.
2. Make **sure everyone living with you** in the home knows the evacuation plan/procedures!
3. Crawl under the smoke on your hands and knees to the nearest door and exit the home.
4. **Do not** take anything with you out of the home.
5. Call **911** to report a fire at your home.
6. **Never** return to the home to retrieve valuables.

Smoke Detectors
Save Lives!