

## CUSTOMER SERVICE

- ♦ Central communication point for Facilities Operations
- ♦ Receive and assign all requests for building maintenance and grounds management
- ♦ Utility and Fire Alarm interruption notifications
- ♦ Building key access for contractors and authorized personnel

## FACILITIES LIAISONS

- ♦ Act as a point of contact for Facilities Operations staff responding to maintenance needs
- ♦ Submit and review work requests via AiM Work Management System
- ♦ Distribute information on upcoming utility interruptions or planned work that affects the building occupants



## CONTACT US

### FACILITIES OPERATIONS CUSTOMER SERVICE CENTER

Administrative Services III  
Suite 121

NCSU Campus Box 7219  
Raleigh, NC 27695

Phone: 919-515-2991

Fax: 919-515-7408

After hours emergencies call: **515-2991**

#### Hours of Operation

7:00 AM — 5:00 PM

Find us online at:

[http://www.ncsu.edu/facilities/operations/  
customerservice.php](http://www.ncsu.edu/facilities/operations/customerservice.php)

## NC STATE UNIVERSITY

Our goal is to be the provider of choice for all facilities needs for the NC State community. As we do our work each day, we strive to be aligned with our core values:

**I** INTEGRITY  
**C** COMMITMENT  
**A** ACCOUNTABILITY  
**R** RESPECT  
**E** EXCELLENCE

Please contact us to discuss your needs and concerns and know that **I CARE** as does every member of our great team.

Steven Arndt  
Associate Vice Chancellor, Facilities

## FACILITIES OPERATIONS

### CUSTOMER SERVICE CENTER



515-2991

NORTH CAROLINA STATE  
UNIVERSITY

## SERVICE PROVIDERS OUTSIDE OF FACILITIES

### Athletics

Game Schedules/Tickets, Facility Rentals,  
Mascot Requests

<http://www.gopack.com/>

**Campus Enterprises:** 513-2524

All Campus Cards, ID Badges,  
Dining/Catering, Bookstores and Student  
Centers

<http://web.ncsu.edu/campusenterprises/>

**Communication Tech:** 515-7099

Phone Lines and Campus Voicemail

<http://comtech.ncsu.edu/>

**Environmental Health-Safety:** 515-7915

Hazardous Waste, Lab Safety, Accident  
Reporting, Safety Plan

<http://www.ncsu.edu/ehs/>

**Materials Management:** 515-2171

Surplus Warehouse, Wolf Copy, Campus  
Purchasing

<http://www.fis.ncsu.edu/materialsmgmt/>

**OIT Help Desk:** 515-4357

Computer Problems and Password Resets

<http://help.ncsu.edu/>

**Public Safety:** 911 or 515-3000

Campus Police, Emergencies, Lost &  
Found

<http://campuspolice.ehps.ncsu.edu/>

**Security Application Tech:** 513-3111

Card Access Doors

<http://sat.ehps.ncsu.edu/>

**Transportation:** 515-3424

Parking, Permits, Traffic Updates

<http://www2.acs.ncsu.edu/trans/>

**University Housing:** 515-3040

Residence Halls Maintenance Repairs

<http://www.ncsu.edu/housing/>

## SUBMITTING WORK REQUESTS

Use the steps below to determine the issue and the course of action that needs to be taken. You can submit an emergency or urgent work request by calling **515-2991** 24-hours a day. All other requests should be submitted via your facilities liaison.

Find your facilities liaison online at:

**[www.ncsu.edu/facilities/building\\_info/liaison/index.htm](http://www.ncsu.edu/facilities/building_info/liaison/index.htm)**

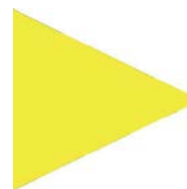
- ◆ Do you have a problem that is life threatening?
- ◆ Is the problem causing major building damage?
- ◆ Is this a security or safety hazard?
- ◆ Does the problem have the potential to cause equipment or experiment damage?

- ◆ Do you have signs, name plates, clocks, computer trays or other items that need to be mounted?
- ◆ Do you need walls in your office patched and painted?
- ◆ Do you have locks that need to be re-cored or changed?
- ◆ Do you have any other non-urgent requests or repairs?

- ◆ Do you have a job that requires an estimate?
- ◆ Does the job require installation of outlets or additional power?
- ◆ Does the job require renovations to an area?



**This is an emergency  
or urgent request.  
Contact the Customer  
Service Center at  
**515-2991****



**This is an additional  
request for building  
services.  
Ask your facilities  
liaison to submit a  
request online.**



**This is a project  
request.  
Ask your facilities  
liaison to submit a  
request online.**