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 LIASIONS

♦ 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

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
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?