BES Re-organization

Continuous Improvement measures within Building Environmental Services (BES)

Customer Meeting: EPIC Zone
Wednesday, March 4, 2015 | 1:00 pm
Building Environmental Services & Recycling cares for UNC Charlotte’s built environment to provide a safe and healthy campus. We achieve this by routinely cleaning, recycling, and conserving University resources.
BES Re-org

Implementation began this week

- On March 1, 2015, BES implemented a new Organizational Structure, new Zones, new Shift Hours, and new Geographical assignments for the whole unit
Your BES EPIC Zone Contact

Althea Cook
BES EPIC Zone Supervisor

Office: EPIC 1241
Phone: 704-687-1810
Email: agcook@uncc.edu
Monday - Friday (8:00 am - 5:00 pm)

EPIC Zone

- Athletic Storage Building (Bldg. #24)
- Baseball Complex (Robert & Miriam Hayes Stadium)
- Charlotte Engineering Early College
- EPIC Building
- RUP 2
- Irwin Belk Track Complex
- Wells Fargo Field House

Althea is the primary point of contact for all BES cleaning needs in the EPIC Zone. All BES cleaning and floor care work requests for Athletic Storage (Bldg. 24), Robert & Miriam Hayes Stadium, Charlotte Engineering Early College, EPIC, Irwin Belk Track Complex, RUP 2, and Wells Fargo Field House route directly to Althea.


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Building Environmental Services & Recycling  Creating a Campus of Distinction
BES Re-org

EPIC Zone Supervisor: Althea Cook

- Althea Cook is the BES EPIC Zone Supervisor covering Athletic Storage, Charlotte Engineering Early College, EPIC, Robert & Miriam Hayes Stadium, Irwin Belk Track Complex, RUP 2 and Wells Fargo Field House

- Althea’s normal work hours are Monday – Friday 8:00 am – 5:00 pm

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EPIC Zone Supervisor: Althea Cook

- Vanessa Dodd is the BES North Area Manager and is Althea’s immediate Supervisor
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EPIC Zone Supervisor: Althea Cook

- Althea has two crews for general cleaning:

  1st Shift: Tuesday – Saturday (5:00 am – 2:00 pm)
  2nd Shift: Monday – Friday (1:00 pm – 10:00 pm)
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EPIC Zone Supervisor: Althea Cook

- Althea coordinates floor care with 3rd Shift Floor Crew Supervisor Rob Ervin
- The Floor Crew works Sunday – Thursday (11:30 pm – 8:30 am)
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EPIC Zone Supervisor: Althea Cook

- The Floor Crew Supervisor, Rob Ervin, will allow Althea to coordinate and forward Floor Crew work to his unit.
- The Floor Crew Manager is Joe Scollo.

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Benefits

- Flattens organizational structure
- Simplifies shift and zone structure
- Increases productivity by minimizing travel time
- Facilitates effective communication with customers
- Streamline processes and task delegation protocol
- Cost neutral to execute
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EPIC Zone

- You will receive a handout of the EPIC Zone contact information and the BES Zone Map

- Now the EPIC Zone Staff will introduce themselves and take any questions you may have
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