

Buildings and Grounds SOP (Standard Operating Procedure) for requesting workorders

Emergency Workorder Requests:

Please immediately call the following phone numbers for any emergency workorder:

575-439-2624
(B&G Admin. Assistant)
During normal business hours

575-430-5065
(B&G supervisor)
After hours, weekends, and 11:30-12:30

DO NOT LEAVE A VOICE MESSAGE. You may call the B&G Supervisor number if you are unable to reach the Admin. Assistant first. The Admin. Assistant may have stepped out of the office. For all emergencies, make sure you **speak with someone.** We need to be aware of the issue so that staff may address the issue immediately.

Examples of emergency workorder requests include:

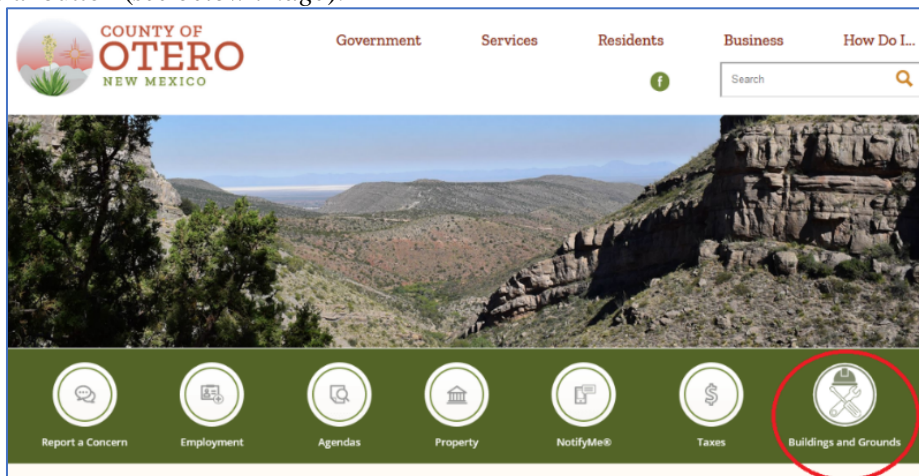
- actively sparking electrical outlet,
- water currently overflowing or leaking from the ceiling or a fixture, or
- an immediate danger or hazard.

All other requests should be submitted using the non-emergency workorder procedure.

Non-emergency workorder procedure

All non-emergency workorder requests must be submitted via the following link:
<http://co.otero.nm.us/FormCenter/Otero-County-4/BG-Work-Order-Form-55>

This link may also be found on the Otero County website home page by clicking the “Buildings and Grounds” radial button (*see below image*).



By clicking the above link or the radial button on the County home page, you will be directed to the ***B&G Work Order Form***. Fill out the form in its entirety and submit.

All workorders will be categorized and completed based on their level of priority and availability of staff.

DO NOT directly email B&G requesting a workorder. If you directly email a workorder request, you will be directed by staff to submit the workorder using the correct procedure. If staff does not receive the email, due to technical issues or power outages, you may not receive any correspondence. Department staff will not complete a non-emergency workorder request for you.

B&G Work Order Form details:

1. **Name** - Name of person making request.
 - a. First name only will suffice.
 - b. We need to know who to contact if there are any questions regarding the request.
2. **Title** - If you choose to add a specific title, you may do so, however, it is not a required field.
3. **Phone number** - phone number or extension where you can be reached.
4. **Email Address** - email so we can send you updates and status on the workorder request.
5. **Department** - A dropdown box is provided to list the specific department making the request.
6. **Requested Maintenance** - Provide a brief description of what you are requesting.
 - a. Examples:
 - i. Air is not cooling in my office.
 - ii. Restroom needs attention.
 - iii. Lights are out in the hallway.
7. **Location of Requested Maintenance** - Provide a specific as possible location of where the work is to be done. If there is not a specific office number, provide location where your office is located.
 - a. Examples:
 - i. Bathroom on second floor next to deputy station.
 - ii. Bullpen area District Attorney's office.
 - iii. Main hallway near building entrance.
8. **Images** - This section for uploading pictures. This is not a mandatory field.

If you wish to receive a copy of the workorder request, please ensure the field "*Receive an email copy of this form*" is checked and the email address field is completed. If you do not complete this step, you will not get an emailed confirmation the request has been sent.

If you have any requests about this process, please call or email B&G@co.otero.nm.us.