



# **Real Estate & Facilities**

## **Employee Onboarding Guide**

**AUGUST 2017**



## Message from the VP

Welcome to the University of Miami's Real Estate & Facilities Division! As a new member of our team, we hope you bring fresh ideas, perspectives, and experiences to our "already awesome" existing team. We encourage you to share your ideas with your new colleagues as you embark on your career at UM.

Our team provides a wide range of services in furtherance of the University's mission. Our division works hard to provide excellence via the University's Service Standards framework of Safety, Care, Responsiveness, and Professionalism.

"At the U - We transform lives through teaching, research, and service." You will hear this mantra many times during your career with us. Our team members are expected to operate as a knowledgeable, professional, and responsive team, and promote a culture of trust, transparency, and respect. We are pleased to welcome you to Real Estate & Facilities, and look forward to working with you in active pursuit of our mission.

Sincerely,

**Larry Marbert**

Vice President, Real Estate & Facilities



## Common Purpose, Values, and Behaviors

### Common Purpose

At the U, we transform lives through teaching, research, and service.



### Diversity

Valuing and including people from all cultures and backgrounds in the pursuit of our common goals.

#### Behaviors

- I view differences of opinion as essential for growth.
- I treat everyone with dignity and understanding.
- I respect all members of the University community.



### Integrity

Demonstrating honesty and fairness in our words and actions.

#### Behaviors

- I uphold the highest standards of ethical behavior.
- I act with sincerity and truthfulness in all interactions.
- I model fair treatment and respect for everyone.



### Responsibility

Exhibiting pride and accountability in the performance of duties and ensuring the long-term success of our University.

#### Behaviors

- I utilize University resources in a responsible manner.
- I make the goals of the University my priority.
- I am dependable and trustworthy.



### Excellence

Striving to accomplish our goals with quality, rigor, passion, and distinction.

#### Behaviors

- I perform each task with the highest level of quality.
- I exceed the expectations of everyone I serve.
- I actively seek opportunities to learn, grow, and improve performance.



### Compassion

Behaving in a caring, humane, and empathic way.

#### Behaviors

- I seek to transform the lives of others for the better.
- I listen to others with empathy and understanding.
- I help to resolve and relieve stressful situations.



### Creativity

Embracing innovation, flexibility, and originality in the pursuit of our vision and mission.

#### Behaviors

- I actively pursue new and better ways for achieving desired results.
- I recognize and encourage creativity among my colleagues.
- I see improvement as my responsibility.



### Teamwork

Engaging and working well together to achieve optimal results.

#### Behaviors

- I always communicate honestly and openly.
- I treat others as they would like to be treated.
- I support my colleagues in the pursuit of our common goals.

# UM SERVICE STANDARDS



**SAFETY:** Providing for the welfare and peace of mind for all

- Know and follow all safety procedures in your area
- Identify and help address potential safety hazards
- Educate others on safe behaviors



**CARING:** Treating every person with respect and dignity

- Listen to the needs, wants, and expectations of the people I serve
- Know or find answers for the people I serve
- Treat everyone with courtesy and respect



**RESPONSIVENESS:** Delivering the highest level of quality service with the optimal use of time and resources

- Offer others help when needed
- Address issues that negatively impact service
- Reduce waste of time and resources



**PROFESSIONALISM:** Exhibiting quality in our physical environments and personal behaviors

- Maintain an appearance appropriate to my role
- Present an orderly and clean work environment
- Display a positive, solution-oriented attitude

The University of Miami's Common Purpose is one that every UM staffer is a part of, no matter what role they fulfill – the actions of each person play a part in the Common Purpose.

One way this is accomplished is by consistently demonstrating the University of Miami's DIRECCT Values and Service Standards. These are more than just words – they are the guidelines we base our thoughts and actions on throughout our workday to Build a Better U Together. We encourage you to learn the Common Purpose, DIRECCT Values, and Service Standards as they are integrated into the various aspects of the way we work, from the manner in which we strive to treat one another to the goals we seek to accomplish.

We, at the University of Miami, want our culture to be one that is rich in history, groundbreaking accomplishments, and a welcoming environment that encourages each of us to be our best. This is only possible by the decisions we make every day to contribute our efforts towards the Common Purpose and exhibiting the DIRECCT Values and Service Standards.

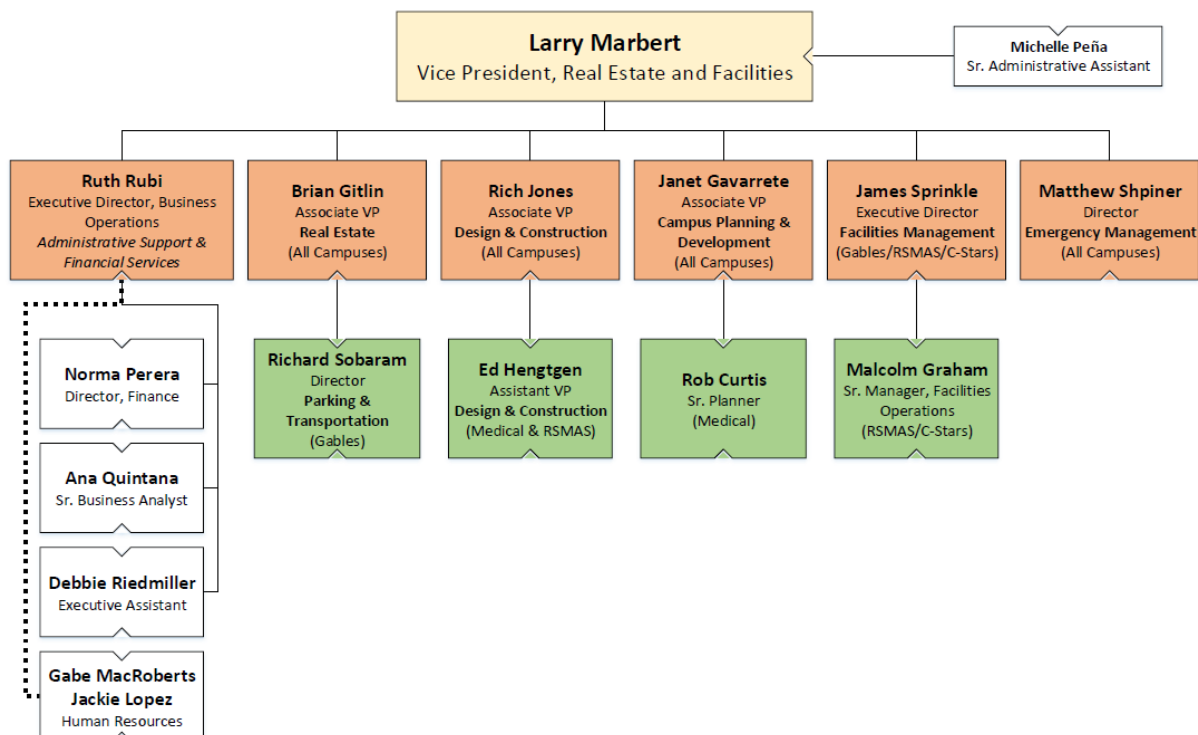
You will see both the DIRECCT Values and Service Standards integrated into the job descriptions, performance appraisals, and our staff meetings, as we work with each other to make the U a great place to be. It is with these thoughts in mind that we encourage you to do your best and be your best. Welcome to the U, we are glad you are here!





## Organizational Chart Real Estate and Facilities Division

July 2017



The above organizational chart shows the basic departments that the Real Estate & Facilities Division is made up of. The RE&F division is comprised of approximately 215 regular fulltime employees and approximately 500 vendor employees, and we are happy to count you as part of our team!

Ana Quintana, Sr. Business Systems Analyst, provides integrated technology research and services, through proactive systems analysis and recommendations, as well as guidance and oversight of new technology implementations division wide.

Gabe MacRoberts and Jackie Lopez specifically serve the RE&F division's human resources needs, in tandem with Central HR areas as part of the University's shared services. Both Gabe and Jackie are available to provide support and guidance to our managers and employees and to represent our division's interests in University wide HR matters. They are a friendly resource who look forward to being of assistance, and helping you to be a successful member of the team.



## New Hires and New Positions

We want to get the good news out, so employees who are newly hired in RE&F and employees transitioning into new positions will have their photo taken and some information about them, their new role, and workplace contact information included in an announcement that will be emailed to the Division. This helps raise awareness of newly filled positions within the Division, and helps others get to know new faces – as well as familiar faces in new positions. Remember to smile for the photo!

We want to be sure that your experience in your new role is going well, and we want to hear about areas where your onboarding could be better. Jackie Lopez, HR Generalist, will be periodically contacting employees who are in new roles within RE&F to schedule an informal group discussion. Both the compliments and constructive feedback gathered will be compiled into a summary of the discussion as a whole for continuous improvement. We greatly appreciate your input and suggestions!

## Performance Appraisals

Performance Appraisals are an opportunity for you and your manager to review the current scope of responsibilities and contributions you are making, the career growth you are seeking, and what support and information may be needed to achieve your goals. This review is done in the context of the departmental and University goals, as well as with the Common Purpose, DIRECCT Values, and Service Standards in mind. Employees at all levels are expected to be actively engaged in performing their responsibilities with a customer service orientation towards coworkers, vendors, students, and guests across the University. Respect at the U starts with you!

In furtherance of this, you should expect to participate in a Probationary Appraisal meeting with your manager. This meeting formalizes the ongoing feedback and discussions that you and your manager have had up to that point, and provides time for open discussion on what is expected so you gain greater insight for ongoing career success.

The Probationary Period is 90-days for non-exempt staff and 180-days for exempt staff. However, the Probationary Appraisal is to be conducted prior to the end of the Probationary Period.

The manager and employee should come away from the Probationary Appraisal with a clear understanding of performance expectations, and be able to use the information as a measure in completing the Annual Appraisal. The Probationary Appraisal has an evaluation section for the manager to complete that has the same criteria as the Annual Appraisal.



## Career Development

RE&F encourages staff to have a career development mindset by having a personal plan of continuous improvement and taking advantage of educational and other learning opportunities. In support of this, RE&F will reimburse for courses that are required to maintain active licensure, as well as to obtain career related licensure. Please speak with your manager for specifics.

Your manager may include coursework requirements as part of your appraisal goals that you can take online through [ULearn.miami.edu](http://ULearn.miami.edu) and [Lynda.com](http://Lynda.com).

The University offers a variety of programs and seminars to facilitate your learning objectives, and offers [tuition remission](#) for degree seeking employees and a 20% discount on Continuing Education courses. Other offerings include the Essentials of Leadership series by Workplace Engagement & Development, and monthly seminar offerings by the [Faculty and Staff Assistance Program](#) on health and wellness related topics.

## UM Community Involvement

The University offers a wide array of employment and community experiences, including Employee Resource Groups for employees with similar interests, volunteer experiences for charitable causes and for various events such as Commencement. We know how busy things can get in the day-to-day fulfillment of your job responsibilities, but we want you to know that RE&F understands the importance of and supports your UM community involvement efforts. These types of activities help you to connect with others in the UM community and give you a fresh perspective of the amazing organization you have joined – not to mention helping you support the University's Common Purpose: *At the U, we transform lives through teaching, research, and service.*

There are annual events that also occur within RE&F as a way of taking a moment to thank you for what you do every day to keep our Division on a positive track. Please be on the lookout for announcements regarding annual holiday celebrations and other events during the year where you can enjoy the company of your coworkers in a relaxing, fun setting. These events may provide you with an opportunity to volunteer within the Division as part of event planning committees. We encourage your participation and appreciate your efforts!



## Getting To and From Campus

As a RE&F employee, you may be located at one of the three main campuses. There are a variety of ways to get to and from campus and to get around while you are on campus. The [www.get2um.com](http://www.get2um.com) web page has a host of options for you to explore, including:

- UM Public Transit Discount Programs
- Miami-Dade Transit
- Carpooling
- Emergency Ride Home Program
- Tri-Rail
- Bicycling and U Bike Program
- Hurry 'Canes Shuttles
- Zip Cars

## Parking on Campus

If you plan to drive to and park on campus on a regular basis, please purchase a parking permit within your first week of employment. The parking permits and Cane Cards are issued by:

**Coral Gables Campus:** Parking & Transportation Department, located in the McKnight Building at 5807 Ponce de Leon Boulevard, Suite 100, Coral Gables, FL 33146

**RSMAS Campus:** Business Office, 4600 Rickenbacker Causeway, Miami, FL 33149

**Medical Campus:** Public Safety Office at the 14<sup>th</sup> Street garage entrance at 1130 NW 14<sup>th</sup> Street, Miami, FL.

You may find detailed information on parking options and requirements on the Parking & Transportation Department's webpage at:

Gables Campus: <http://pt.ref.miami.edu/>

RSMAS Campus: <http://pt.ref.miami.edu/>

Medical Campus: <http://security.med.miami.edu/parking-transportation>

Maps of the Coral Gables Campus, RSMAS Campus, and the Medical Campus are also available on the Parking & Transportation webpage along with directions.



## Green Initiatives at the U

The University of Miami is deeply committed to reducing its impact on the environment, so much so that we have developed the “Green U – Office of Sustainability.” Green U is more than just an office, it is the culmination of all efforts to increase sustainability throughout the University while educating its community to be better stewards of the environment. From transportation solutions to recycling programs, public-awareness campaigns to research initiatives, Green U is helping the University of Miami grow greener every day.

Green U's principles are an integral part of UM's Culture Transformation. To truly make a difference, the contribution of each and every community member is encouraged. Every action you take to reduce, reuse, and recycle, propels the U's Mission to transform lives in an environmentally sustainable manner.

You may find detailed information on green initiatives at UM by visiting the Green U – Office of Sustainability's webpage at:

[http://www.miami.edu/finance/index.php/green\\_u/](http://www.miami.edu/finance/index.php/green_u/)

Also, we encourage you to watch this short video titled “[Sustainability at the U](#)” and take the [interactive quiz](#) to learn about the many ways you can get involved in making our campus and your workplace more sustainable.





## Email Signature Guidelines

The University of Miami Real Estate & Facilities Division has created specific guidelines for email signatures. In support of the University's Culture Transformation Initiative, RE&F guidelines for email signatures requires that one of the "Building a Better U Together" logos be included with your email signature. The next page has sample logos for you to choose from.

### FAQs

**Q: Should staff use the privacy and security disclaimer below their email signature?**

**A:** Use of the privacy and security disclaimer below the email signature is recommended, but not required. Please see below for the privacy and security disclaimer:

This email and any files transmitted with it may contain PRIVILEGED or CONFIDENTIAL information and may be read or used only by the intended recipient. If you are not the intended recipient of the email or any of its attachments, please be advised that you have received this email in error and that any use, dissemination, distribution, forwarding, printing, or copying of the email or any attached files is strictly prohibited. If you have received this email in error, please immediately purge it and all attachments and notify the sender by reply email or contact the sender at the number listed.

**Q: Can staff choose to include their work address in their email signature?**

**A:** Yes.

**Q: Can certifications be listed after an employee's name in their email signature, e.g., M.A., M.B.A., Ph.D., PMP, etc.?**

**A:** Yes.

**Q: Can staff choose to include their email address in their signature:**

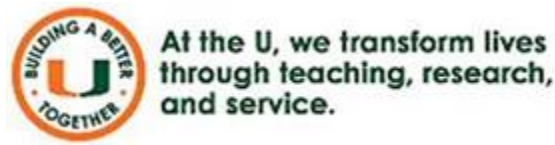
**A:** Yes.

**Q: Can staff choose to include quotes or other personal messages in their signature:**

**A:** No.

If you have any additional questions, please contact your office manager or Human Resources.

Sample Culture Logos to copy and paste to include with your email signature.



These logos and additional information may be found at:  
[http://www6.miami.edu/umidentity/culture\\_transformation.html](http://www6.miami.edu/umidentity/culture_transformation.html)



## Your Information Resources and Responsibilities

As a member of the Real Estate & Facilities Division, you are provided with extensive technological resources. These resources include access to the campus' high-speed wired and wireless networks and, via those networks, 24/7 access to the worldwide Internet, electronic mail, "network" file storage, and use of business-focused information systems. Off-campus resources include virtual private network (VPN) and an applications portal for secure remote access via your Internet Service Provider.

These resources exist to help you get your work done. With such access comes an obligation to use the resources responsibly. That includes:

- Using UM information resources and data primarily for work-related purposes
- Refraining from uses of information resources that are inherently unsecure - e.g., file sharing, gaming, and inappropriate or excessive Web surfing
- Protecting the information assets that are assigned to you personally - your computing and communications devices, CD's, DVD's, USB Keys, etc.
- Protecting usernames and passwords that grant you access to information systems - this includes never openly displaying or sharing those credentials with other users
- Understanding routine procedures associated with the information resources you use, and also emergency procedures ("disaster preparedness")

Don't ever hesitate to ask for help or inquire about a concern when you are not sure what to do. **Remember that all your information system activities at UM are monitored.** This includes logging of: all your Internet activities while logged onto shared information systems, all electronic mail you send or receive, and the contents of files stored centrally and on personal devices. Should you require assistance with technology related equipment and applications (including Workday), please contact the **IT Help Desk at 305-284-6565.**

Listed on the following page are useful links to a variety of resources, both Real Estate & Facilities specific and University wide.

## Important Links

<p><a href="#">RE&amp;F Division Homepage</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Real Estate</a></li> <li>• <a href="#">Campus Planning and Development</a></li> <li>• <a href="#">Facilities Design and Construction</a></li> <li>• <a href="#">Facilities Management</a></li> <li>• <a href="#">Office of Emergency Management</a> <ul style="list-style-type: none"> <li>○ link to emergency preparedness: <a href="http://prepare.miami.edu">prepare.miami.edu</a></li> <li>○ link to <a href="#">Emergency Notification Network</a></li> </ul> </li> <li>• <a href="#">UM Police</a></li> <li>• <a href="#">Parking and Transportation</a></li> <li>• <a href="#">Business Operations &amp; Financial Management Services</a></li> </ul>	<p><a href="#">UMIT Department Homepage</a></p> <ul style="list-style-type: none"> <li>• Products and Services</li> <li>• Projects and Initiatives</li> <li>• <a href="#">FAQs</a></li> </ul> <p><a href="#">Global Phone Directory</a> In Outlook, locate the search bar titled "Search People" near the upper right hand corner. Enter the name of the person in the field (<i>last name, first name</i>) and click their name to populate their contact information.</p>
<p><a href="#">Rosenstiel School of Marine Science</a> 4600 Rickenbacker Causeway Miami, FL 33149-1098 305.421.4000</p>	<p><a href="#">Medical Campus Homepage</a></p> <ul style="list-style-type: none"> <li>• University of Miami Hospital</li> <li>• Sylvester Cancer Center</li> <li>• Bascom Palmer Eye Institute</li> </ul>
<p><a href="#">Human Resources</a></p> <ul style="list-style-type: none"> <li>• <a href="#">New Employees</a></li> <li>• <a href="#">Policies</a></li> <li>• <a href="#">Benefits</a></li> <li>• <a href="#">Careers</a></li> </ul>	<p><a href="#">Holiday and Pay Schedules</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Payroll</a></li> <li>• <a href="#">Holidays</a></li> </ul> <p><a href="#">Roadmap to Our New Century</a> In his <a href="#">inaugural address</a>, on January 29, 2016, President Julio Frenk discussed the University of Miami's course to fulfill its greatest aspirations by its 100th anniversary, which will take place in ten years. Now in the process of being developed, the Roadmap to Our New Century builds upon opportunities identified through the intensive Listening Exercise in fall 2015.</p>
<p><a href="#">Professional Development</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Talent and Organizational Development</a></li> <li>• <a href="#">ULearn</a></li> <li>• <a href="#">Lynda.com</a></li> </ul>	<p><a href="#">UM Bookstore</a></p> <ul style="list-style-type: none"> <li>• Books</li> <li>• Apparel &amp; Accessories/Supplies</li> <li>• Technology</li> </ul>
<p><a href="#">Workday</a></p> <ul style="list-style-type: none"> <li>• Time recording</li> <li>• Request time off/leave of absence</li> <li>• View all pay related information</li> <li>• Direct Deposit</li> <li>• Additional resources</li> </ul>	<p><a href="#">ERP</a></p> <ul style="list-style-type: none"> <li>• System-wide Workday initiatives</li> <li>• Demos</li> <li>• FAQs</li> <li>• Project Timelines</li> </ul>

## Have Questions? Need More Information?

When dialing departments from a University phone, you may dial just the campus code and extension:

- Gables Campus: 8-[4-digit extension]
- RSMAS Campus: 5-[4-digit extension]
- Medical Campus: 6-[4-digit extension]

### Contact Human Resources:

Gabe MacRoberts  
Manager, Human Resources (RE&F)  
[gxm472@miami.edu](mailto:gxm472@miami.edu)  
305-284-6769

Human Resources Partner serving the  
Real Estate & Facilities Division.  
Direct report to Veronica Maristany.  
Responsible to RE&F Leadership.

Jackie Lopez  
HR Generalist – Client Services (RE&F)  
[jlopez18@miami.edu](mailto:jlopez18@miami.edu)  
305-284-8807

Human Resources Partner serving the  
Real Estate & Facilities Division.  
Direct report to Veronica Maristany.  
Responsible to RE&F Leadership.

Veronica Maristany  
Director, HR Client Services (Provost/Business &  
Finance)  
[vmaristany@miami.edu](mailto:vmaristany@miami.edu)  
305-284-1850

Central Human Resources Leadership  
responsible for HR matters pertaining to  
Real Estate & Facilities Division as part of  
Business & Finance.

### Real Estate and Facilities

1535 Levante Avenue  
Coral Gables, Florida 33146  
Telephone: 305-284-3051  
<http://ref.miami.edu/>

## IMPORTANT CONTACT INFORMATION

Life Threatening Emergency (All Campuses)	911
Emergency Information Hotline (All Campuses)	1-800-227-0354
<a href="#">University Police Department</a> (Gables Campus)	305-284-6666
<a href="#">Department of Security</a> (Medical Campus)	305-243-6000
<a href="#">Campus Safety</a> (Marine Campus)	305-421-4766 or 305-710-7991
<a href="#">Report Suspicious Activity</a> (State-Wide)	1-855-352-7233



## Emergency Preparedness

### *Key Life Safety Information*

All employees should review the [University of Miami Emergency Guide](#) for specific action guidelines to take if faced with an emergency situation. Additional information on emergency preparedness is available through the [Office of Emergency Management](#) web page. While the University takes proactive measures on an ongoing basis to ensure the safety of all persons on our campus, it is important for you to be prepared by taking the steps to understand what the University expects of you in an emergency situation and knowing what resources are available to you.

### *Emergency Notification Network*

The RE&F Office of Emergency Management operates the University of Miami Emergency Notification Network (ENN), which is a comprehensive communications solution to quickly disseminate an urgent message through multiple communication mediums. If there is a condition which significantly threatens the health and safety of persons on campus or impacts normal campus operations, university officials will warn the campus community using one or more of the following methods:

- SMS Text Messages to Cell Phones
- Voice Messages to Cell Phones
- Email
- Emergency Information Hotline 1-800-227-0354
- UM Website Banners: [www.miami.edu](http://www.miami.edu)
- UM Emergency Preparedness Webpage: [www.prepare.miami.edu](http://www.prepare.miami.edu)
- UMiami Mobile App: [www.miami.edu/mobile](http://www.miami.edu/mobile)
- Facebook: [www.facebook.com/UMiamiENN](https://www.facebook.com/UMiamiENN)
- Twitter: [@UMiamiENN](https://twitter.com/UMiamiENN)
- RSS Feed: <http://www.getrave.com/rss/miami/channel1>
- Campus Cable TV (Gables & Medical Campuses Only)
- Outdoor Warning Sirens (Gables Campus Only)
- Public Address (Gables Campus Bldgs. & Outdoor Areas Only)
- Digital Signage (Select Gables Campus Buildings Only)
- [WVUM The Voice 90.5 FM](#)
- Local News
- Newspaper

### *Essential Personnel*

Please be aware that the University designates certain positions as [Essential Personnel](#) to facilitate the Office of Emergency Management's emergency response efforts. In the event of an emergency situation, such as a weather event, your manager will provide you specific instructions. The Essential Personnel designation is noted in Workday for your reference.

---

## Real Estate & Facilities Departments

### Office of the Vice President, Real Estate & Facilities

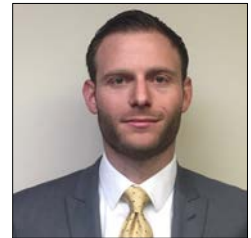
1535 Levante Avenue  
Coral Gables, Florida 33146  
Telephone: 305-284-5660



Ruth Rubi  
Executive Director, Business Operations

### Office of Emergency Management

1535 Levante Avenue  
Coral Gables, Florida 33146  
Telephone: 305-284-8005



Matthew Shpiner  
Director, Emergency Preparedness

### Parking and Transportation Services

McKnight Building, Suite 100  
5807 Ponce De Leon Blvd  
Coral Gables, Florida 33146-0712  
Telephone: 305-284-3096  
Fax: 305-284-1542



Richard Sobaram  
Director, Parking

### **Real Estate**

Gables One Tower  
1320 South Dixie Highway  
Suite 705  
Coral Gables, Florida 33146  
Telephone: 305-284-5736



Brian Gitlin  
Assoc. VP, Real Estate

### **Facilities Management**

1535 Levante Avenue  
Coral Gables, Florida 33146  
Telephone: 305-284-3051



James Sprinkle  
Executive Director, Facilities Management

### **Facilities Operations and Work Control**

305-284-8282

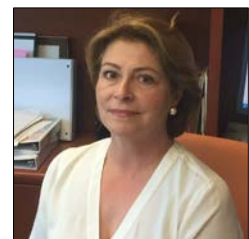
Place a work order online: [www.miami.edu/sro](http://www.miami.edu/sro)

### **Facilities Management, Rosenstiel School of Marine & Atmospheric Science**

4600 Rickenbacker Causeway  
Miami, Florida 33149  
Telephone: 305-421-4660

### **Campus Planning and Development**

1535 Levante Avenue  
Coral Gables, Florida 33146  
Telephone: 305-284-3051



Janet Gavarrete  
Assoc. VP, Campus Planning

### **Facilities Design and Construction, Gables Campus**

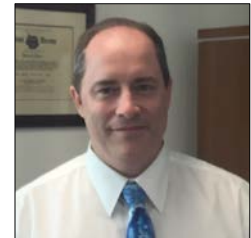
1535 Levante Avenue  
Coral Gables, Florida 33146  
Telephone: 305-284-3051

### **Facilities Design and Construction, Medical Campus**

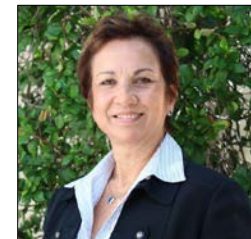
1400 NW 10<sup>th</sup> Avenue  
7<sup>th</sup> Floor, Room 705A  
Miami, Florida 33136  
Telephone: 305-243-8742

### **Financial Management Services**

1535 Levante Avenue  
Coral Gables, FL 33146  
Telephone: 305-284-3051



Richard Jones  
Assoc. VP, Facilities Construction



Norma Perera  
Director, Finance

*We are very pleased to have you as part of the RE&F team, and we appreciate your attention to the materials in this guide. We wish you a rewarding experience and career success at the University of Miami!*