

Backup Protocol
Departmental Administrative Staff
Updated on May 12, 2023

The purpose of this protocol is to guarantee the administrative assistance that our departments offer to department heads, faculty, and students, during the absence of the administrator in charge of carrying out these tasks. This protocol is part of the Continuity of Operations Plan. It is in progress and will be adjusted and improved accordingly. This process is also applicable to the Flexible Work Schedule.

As indicated in the Memorandum from Dean Guilarte dated August 10, 2022, **Modification of Flexible Work Arrangement:**

“The supervisor might determine that there is a need for a more physical presence on campus and therefore implement a different model with a higher on-campus presence. The implementation of this policy is based on the employee’s role, and operational expectations of the unit, and their physical presence may be required at any time despite their remote workday”. **“Academic units:** Each office manager has an established backup process. Please ensure there is a physical presence on campus from Monday through Friday from 8:30 a.m. to 5 p.m. and that there is coordination amongst them and their corresponding supervisor”.

To this end:

1. Departmental administrators have designated an administrator who will serve as their backup during sick or annual leave (see page 3 of this document for the list).
2. A shared calendar has been created for the administrators to enter their time off and the name of their backup. This shared calendar is accessible to all departmental administrators, Chairs and the Director of SOW, Executive Director of Operations & International Initiatives, Sr. Executive Assistant to the Dean, and Stempel’s IT support staff member.
3. Departmental administrators have been instructed to prepare signage with the name of their backup and how they can be contacted and place this signage at the department’s front desk during their absence (see the template on page 3 of this document). This signage should also be placed at the front desk when admins are at lunch, or away from their desks.
4. For those administrators who are currently not at the front desk but in an office, signage should be posted indicating the office where visitors can find them.
5. A template for the Outlook Out of Office message has been shared with the administrators (see the template on Page 3 of this document).
6. Instructions have been given to forward phone extensions to backups during the administrator’s absence.
7. Office managers should inform their faculty of a planned leave so faculty can plan and submit their administrative requests to the office manager before they go on leave. This will avoid leaving predictable tasks pending for backup to resolve.
8. The office manager should send an email to the Department Chair and faculty, indicating that they will be on leave and informing the name of the administrator who assists the department with its administrative needs during the absence of the department’s office manager.
9. When one of the two office managers per floor is on leave, the other one should not work remotely. When an office manager serving as backup has an emergency and cannot come to the college, the office manager should reach out to the Sr. Executive Assistant to the Dean to send the office coordinator to cover the floor. If the Sr. Executive Assistant to the Dean is unavailable,

office managers should contact the Executive Director of Operations.

In general, before going on vacation, administrators are expected to:

- Coordinate their time off (sick or annual) with their backup administrator.
- Announce their time off to the faculty once the supervisor approves it. The announcement must include the name of the person they can contact if they need assistance (backup administrator) and specify when the administrator will be out and when they are expected to be back in the office.
- Plan according to department needs and be very proactive in anticipating issues so as not to leave predictable unfinished/pending matters to the backup.
- Enter the time off and the backup name in the Stempel admin shared calendar.
- Leave signage at the department's front desk indicating that the administrator is absent, who to contact (backup name), where, and phone number.
- The office coordinator will physically cover the front desks and perform any necessary administrative duties at the departmental level if the office manager and the backup are away due to an emergency or sudden event. This coordination should be done through the office of the Sr. Executive Assistant to the Dean. Office managers should inform the office coordinator of any pending administrative tasks that need to be completed.
- Set up the Out of Office Message in Outlook.

Backup administrators are expected to:

- Perform any administrative duties as needed to support the head of the department, the department, its faculty, and students.
- Submit OCM (Office Class Management) helpdesk tickets.
- Help with unexpected changes in the class schedule.
- Process last-minute book orders.
- Process last-minute Total Contract Management (if the office coordinator in charge of this task is unavailable).
- Process last-minute travel and expenses.
- Process last-minute purchasing through Procurement Center: order/payment. Process FIU Invoices.

Office coordinator is expected to:

- Perform any administrative duties as needed to support the head of the department, the department, its faculty, and students, except those tasks that involve purchases in the absence of both the office manager and the backup and in times of heavy workload in the departments.
- Process last-minute travel authorizations.
- Submit OCM (Office Class Management) helpdesk tickets.
- Help with unexpected changes in the class schedule.
- Process last-minute book orders.
- Front desk coverage (see division of tasks on page 4)
- TCM (see division of tasks on page 4)
- Search & Screen Committees (see division of tasks on page 4)

Backup Administrators per Department:

Department	Admin Name	Backup Name
Epidemiology	Katrina Holts	Pedro Palomino
Biostatistics	Pedro Palomino	Katrina Holts
EHS	Ivonne Sarria	Marie Alvarez & Helen Ramirez
HPDP	Marie Alvarez	Ivonne Sarria & Helen Ramirez
HPM/GH	Helen Ramirez	Marie Alvarez & Ivonne Sarria
SOW	Yuriana Alvarez	TBD
D&N	Laurie Holmes	Scarlet Figueroa Montoya

Out Of Office Signage template:

I am currently away from my desk. Should you need immediate assistance, please contact (backup administrator's name) in the (department's name), (floor #, Office #, Phone #, Email address)

Thank you,
Office manager's name

Outlook Out of Office Message template:

Thanks for your email. I am out of the office and will return on (return date). I will respond to your email as soon as possible after my return to the office. For immediate assistance, please contact (backup administrator's name) in the (department's name), (floor #, Office #, Phone #, Email address)

Thank you.

Office Managers & Office Coordinator
Division of Tasks

Front Desk Coverage:

The office coordinator will physically cover the front desk with the approval of the Dean's Sr. Executive Assistant when the office manager is on vacation and the backup office manager is on sick leave. The office coordinator will also cover administrative duties at the departmental level if the office manager and office backup are absent due to an emergency. The office coordinator will not have a p-card, therefore will be unable to assist with payments or purchases.

Office managers are responsible for complying with the established backup process. For adequate coverage, as stipulated in the backup protocol, they must inform the Sr. Executive Assistant to the Dean as far in advance as possible of the need for assistance from the office coordinator.

Total Contract Manager (TCM):

The office coordinator will initiate, process, and follow up on procurement contracts until completion for all academic units, via the Total Contract Manager and the associated requisitions for such procurement contracts and specialized requisitions for all academic units. The office coordinator will be responsible for the contract through execution & receipt of purchase order.

Office managers will be responsible for identifying the need for a TCM and providing the office coordinator with all required information to initiate the process. Once the contract has been executed, office managers will receive the purchase order and begin services as well as process payments. When the office coordinator is absent or on vacation, the same will be done by the indicated department's office manager. Office managers are to remain up to date in their TCM training and access for this reason.

Search & Screen (S&S):

The office coordinator will coordinate the administrative support for Search & Screen Committees by scheduling committee meetings, creating meeting agendas, taking meeting minutes, and posting public notices. The office coordinator will maintain candidates' files, schedule candidate interviews, create their presentation flyers, Qualtrics surveys, and create and distribute candidate agendas. If any of the final candidates are applying for tenure, the office coordinator is also responsible for scheduling a meeting with the office of the provost and the Dean if either or both apply.

Office managers will be responsible for making lunch reservations for candidates, committee, and faculty, and arranging payment or reimbursement for said lunch. Office managers will create travel authorizations, book any travel and lodging needed for the candidate, and provide a parking pass for the day of their interviews if required. Office managers will act as the candidates' escort between interview meetings and be made available to assist with meetings and presentations set-up.