

July 2010 – IFMA Sacramento Member Spotlight Jessica Bautista

July's Spotlighted Member is a time management whiz with a positive attitude and a facilities career on the growth track. Jessica Bautista has served in the facilities department at Franklin Templeton Investments for five years, the last three as Facilities Coordinator.



Franklin Templeton's Rancho Cordova Site consists of 5 buildings, approximately 465,000 sq ft. of building space located on 29 acres. The Rancho Cordova facilities staff is also picking up responsibility for vendor management, preventative maintenance, and other facilities functions for two recently-purchased buildings in Stockton.

Jessica's responsibilities include supervising the Facilities Help Desk, where she assigns and manages facilities service requests from roughly 900+ Franklin Templeton employees and a number of contractors. Jessica is also responsible for the site CMMS, in which all facilities related work, is entered and tracked. Part of Jessica's week includes reviewing facilities

staff metrics, such as the time it takes for staff members to start and complete CMMS work orders; tracking preventative maintenance, corrective work, projects, and running reports. Jessica is also responsible for assisting other FT sites' managers with their CMMS; and attending weekly meeting to discuss cross-site consistency in procedures and policies.

Jessica supervises the café operations and security operations, including card access and systems and badging. Jessica also tracks and audits key distribution and manages a variety of vendors including pest control & interior plants. She is also responsible for supervising all administrative functions in the department and performs weekly building and safety inspections. She reports that "the best part of my day is knowing that there is variety of tasks to address and attend to." She states that, "I truly enjoy being a part of a team that consistently works towards the same goal of customer service and building maintenance".

On Career Path "Prior to working at Franklin, I managed administrative functions at a winery in the Sonoma County area, as well as marketing, and retail and wholesale sales. Here I learned that customer service and being able to multitask are key! And prior to that position I obtained a my Bachelor's Degree from Sonoma State University in Environmental Studies and I now enjoy seeing and participating in more sustainable alternatives that are becoming a core part of facilities management.

When I moved from Sonoma to Sacramento, I reviewed a list of Sacramento Magazine's Top 10 Employers, one of which was Franklin Templeton. I submitted my resume and was thrilled when the company contacted me with a position. When the Facilities Coordinator position became available, I knew that this was an opportunity I didn't want to pass up.

I love working in facilities and am continuing to educate myself in a variety of FM functions. Facilities Management is a great place to be in times of change and innovation. I've been in Facilities for 5 years and am learning every single day. And I believe that to become the consummate facilities manager, a good amount of experience is required. I would like to obtain the CFM certification and learn more about green initiatives, LEED certification, and the changing technologies that affect facilities operations."

On Facilities Management as a Profession

"I love the variety of issues that come our way in facilities...every day is a challenge and opportunity at the same time. And having a good attitude to conquer it all is what makes this job fun and interesting. I also truly enjoy the customer service aspect of facilities. All employees, contractors, vendors and staff members are customers of ours and it is in facilities management that we ensure the safety and security of all individuals on our site."

On IFMA "I enjoy the interaction with other FM's, the programs, and educational opportunities found through IFMA. The biggest benefit to me has been getting to know other FM's. I also enjoy being an active participant on the Membership Committee within IFMA, it allows me to get out of my box and requires a good amount

of interaction with FM's and Associates which is a great way to get to know the individuals and resources that are available to us through IFMA."

On Facility Management at Home "Last year I bought my first home. I am finding that home ownership is great, but a can be challenge at the same time. I recently had the ceiling retextured and am now beginning a painting project with the help of my two boys, ages 7 and 9. Working with the boys has been wonderful, I love it! When we're not doing chores around the house, my boys and I usually are playing baseball, swimming, visiting with family and friends – truly enjoying life."

On Attitude "Be open to all possibilities, say YES to all challenging tasks, learn from those challenges, and have a great attitude!"