



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
PSC BOX 20005
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 11012.5

G-F/BHD

31 MAR 2025

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE
ORDER 11012.5

From: Commanding General
To: Distribution List

Subj: BARRACKS MANAGEMENT ROLES AND RESPONSIBILITIES

Ref: (a) MCO 11000.22 Ch 1
(b) MCO 5530.14A

1. Situation. To provide information, tasks, and instructions for incorporation of civilian barracks managers into tenant command barracks.

2. Mission. Marine Corps Installations Command has directed that the day-to-day administrative management of barracks be accomplished by a combination of civil service and contracted employees under the direction of each installation's unaccompanied housing director.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) Civilian/contracted barracks managers will be tasked to manage resources, assist tenant commanders on barracks utilization, furnishing procurement and review enterprise Military Housing (eMH) data for accurate reporting. Additionally, they will conduct bimonthly inspections of barracks to ensure all programs associated with barracks are in consistent with the Commanding General's Readiness Inspection checklist.

(b) Civilian/contracted building managers will be assigned to specific unit barracks.

(c) Building managers will work in coordination with

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each unit's leadership to manage barracks efficiently and effectively within the scope of their responsibilities, performing administrative duties related to specific barracks. They will conduct room check-in/out, entering resident information into the eMH database, reporting maintenance discrepancies, and conducting room inspections.

(2) Concept of Operations

(a) Building managers will be responsible for the following duties:

(1) Check residents in and out of rooms using the eMH system.

(2) Conduct check-in and checkout inspections utilizing the eMH system generated check-in/out sheet.

(3) Issue linen to new residents and recover linen at checkout.

(4) Manage resident data in eMH database.

(5) In coordination with tenant unit, ensure rooms are kept clean, safe, and habitable.

(6) Inspect common areas and surrounding outside areas (within 50 feet of barracks) to include parking lots, parking garages, dumpster area, for discrepancies such as maintenance issues, trash, and unauthorized dumping. Notify the unit S-4 officer so corrective action can be taken.

(7) Provide tenant command with a current roster of barracks residents, as requested.

(8) Coordinate with unit S-4 officer to stay abreast of current issues, pending deployments, returns or new arrivals.

(9) Submit MAXIMO tickets for maintenance discrepancies. Track ongoing status of work ticket and keep unit S-4 officer informed of updates.

(10) Review QSRMax submissions daily for appropriate action.

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(11) Report issues of vandalism to unit S-4 officer.

(12) Report issues of poor state of police to unit S-4 officer.

(13) Report issues of mold or mildew growth to the unit S-4 officer to request further inspection by preventive medicine tech or industrial hygiene, with follow on MAXIMO request if warranted.

(14) Manage and validate washer and dryer operability prior to placing a maintenance ticket.

(15) Ensure proper securing of unissued room keys.

(16) Keep a log of sleeping room keys issued to residents.

(17) Destructive Weather Conditions. When Tropical Cyclone Condition IV is set by the installation, the building manager will ensure eMH is updated with current barracks residents and provide a roster of all barracks residents to the Unit S-4 officer. Additionally, the building manager will identify any additional bed spaces needed for billeting and/or any excess bed spaces that are available. Once the storm has passed and personnel are allowed to return, the building manager will identify any damages and request repairs through MAXIMO. Additionally, the building manager will work to relocate any residents who need to move due to storm damage.

b. Tenant Commands Responsibilities

(1) Tenant commands are responsible for the following:

(a) Cleaning of common areas and outside police call to include tree lines of your area of responsibility.

(b) Conducting field day musters and inspections.

(c) Resolving after hours lockouts.

(d) Ensuring there is no unauthorized vehicle maintenance being conducted in the parking areas.

(e) Calling in emergency maintenance request after

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normal working hours, during weekends and holidays.

(f) Resolving tenant disputes.

(g) Maintaining the good order and discipline of the barracks residents and their guests.

(h) Maintain barracks master key.

(i) Issue keys to Officer of the Day and Duty Non-Commissioned Officer, as appropriate.

(j) Conduct weekly laundry exchange when this service is utilized.

(k) Provide clean linen for issue to new residents by the building manager.

c. Coordinating Instructions

(1) Tenant command will provide a minimum of thirty-calendar day turnover between the military and civilian building manager.

(2) Tenant command will provide the civilian building manager with a secure workspace that is accessible during normal working hours, holidays and during periods when the command might be deployed. Workspace must have computer connectivity, phone and access to a printer and copier.

(3) Tenant command will ensure workspace has ability to secure personally identifiable information and proper key control.

(4) Tenant command will turn over all barracks room keys to building manager. Building manager will maintain proper key control in accordance with the references and tenant command barracks orders.

(5) Disputes between the tenant command and civilian building managers will be resolved through the installation unaccompanied housing office. The contracted building manager firm will be notified as required.

(6) Absence of building manager: During short duration of absence (annual leave, sick leave, etc.), the building

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manager will ensure the installation unaccompanied housing director and supported tenant unit are aware of their absence. In the event of a prolonged absence by the building manager, the contractor has 10 business days to locate and onboard a replacement. Either during short-term or long-term absences,

the contractor will provide coverage of the vacated position with other building manager assigned to the installation or cantonment area.

4. Administration and Logistics

a. Administration

(1) Contracted building managers are under oversight of the installation unaccompanied housing director and direct supervision of the contracted firm's local supervisor.

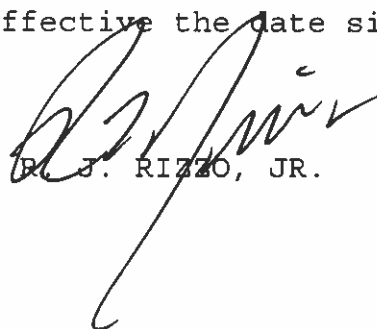
(2) Building managers typically work Monday through Friday between the hours of 0700 to 1600, except for federal holidays and periods of inclement weather when the Base is secured. Afterhours access to rooms, lockouts, and emergency maintenance will be the responsibility of the tenant command.

b. Logistics. Tenant commanders will be responsible for providing an adequate secure workspace, to include computer connectivity, phone line, and access to a printer and copier.

5. Command and Signal

a. Command. This Order is applicable to Marine Corps Installations East commands and the tenants commands.

b. Signal. This Order is effective the date signed.



R. J. RIZZO, JR.

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