

Kassem Siblani

Auxiliary Services (Maintenance Contracts Office)

Kassem Siblani has been a member of the AUB community since 2003. His current position is Office Equipment Maintenance Supervisor in the Maintenance Contracts Office, Auxiliary Services Department, at AUB. His basic function is to assist the various AUB and AUBMC departments in the maintenance of office equipment (photocopiers, faxes, stencils, shredders, typewriters, digital duplicators), and this includes preparing maintenance contracts and contacting vendors to provide maintenance service for the office equipment sold to AUB. However, Kassem has gone beyond his basic function and is continuously looking for ways to provide services leading to increased customer satisfaction and savings to the University. He successfully negotiated to exchange equipment initially intended to be sent for scrap by different departments with refurbished equipment in good working condition. He managed to provide from vendors refurbished photocopiers sent to needy departments. Kassem takes the initiative to approach the various AUB and AUBMC departments and ask them if they need new photocopiers in replacement of the old ones that they have without charging those departments any extras. He arranged for repairing photocopiers without charges and getting free spare parts. He secured discounts on invoices and donations from the different companies. Kassem is known for his prompt service and for his follow-up on matters as if they were his own.

His sense of commitment and dedication to his job and the University as a whole is clearly demonstrated in his continuous efforts to promptly satisfy customers' needs while at the same time providing substantial savings to the University.