

Job Description

Position Title: Key Control Specialist

Job Family: Facilities

Job Level: Support & Service - Intermediate

FLSA Status: Non-Exempt

Salary Grade: 03

Position Summary:

The Key Control Specialist is responsible for managing access control systems at the College. The Key Control Specialist reviews and processes requests for access, tracks and audits issued devices, receives returns, manages inventory, and provides general administrative support for the Facilities department. The Key Control Specialist demonstrates strong attention to detail, the ability to follow complex procedures, a commitment to maintaining security and confidentiality protocols, and skill in researching and resolving discrepancies.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Serves as a point of contact and subject matter expert regarding issues pertaining to access.
2. Fulfills approved requests for access to college property, which may include physical keys, card access, pin codes, and/or lockbox access.
3. Processes access-related work orders in a computerized maintenance management system.
4. Audit and inventories access control devices on a regular basis. Performs quarterly key inventory.
5. Processes termination report on a weekly basis to ensure access devices are returned.
6. Prepares report of keys in review in preparation for determination of keys that will be destroyed or kept in inventory on weekly basis.
7. Documents all access control transactions in various systems.
8. Reviews backlog of work orders pertaining to documents and/or access devices needed on a weekly basis.
9. Prepares and distributes Access Devices to Key Stations biweekly.
10. Reviews and deactivates Access Devices for inactive employees on a weekly basis.
11. Ensures the removal of on-hand keys that are no longer authorized for issuance as needed.
12. Cross-references a variety of reports, databases, and paperwork to identify and resolve discrepancies via EBI (Enterprise Building Integrator), FAMIS (Facilities Management Information System), and TrakaWEB. Maintains assigned various databases.
13. Maintain confidential records, files, and databases in accordance with established procedures
14. Prepares, drafts, and proofs reports and spreadsheets. Researches and prepares analyses of various topics as requested. Maintains confidential records, files, and databases in accordance with established procedures.

15. Drafts procedure and training documents for areas of responsibility
16. Assists in overseeing student aides and temporary employees within the unit.
17. Provides backup support to Front Desk and Access Control Specialists. Acts as a backup or support to immediate colleagues as needed.
18. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of administrative procedures and practices
3. Knowledge of internal and external customer service principles and practices
4. Knowledge and application of organizational and time management principles
5. Skill in analyzing data and drawing conclusions
6. Skill in effective communication (both written and oral)
7. Skill in positive, productive, and flexible customer service
8. Skill in problem solving
9. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
10. Ability to apply effective and accurate data entry and typing skills
11. Ability to develop and maintain effective and positive working relationships

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work is routinely monitored by supervisor/manager; detailed instructions and procedures are generally provided.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.
- One (1) to three (3) years of related experience required.
- Valid and Current Arizona Driver's License.
- Associate's degree preferred.
- Three (3) to five (5) years of related experience preferred.

OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment background check required