

Citrus College

Position Description

Position: Facilities Access Technician	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by: Director of Facilities and Construction	Salary Range: 32

SUMMARY

Under the general direction of the Director of Facilities and Construction, the Facilities Access Technician controls access to district facilities through the issuance tracking and production of keys, key cards, and alarm codes.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Issue alarm codes to District employees and maintain the master alarm code user list.
- Program new alarm codes into the system and delete obsolete codes and users from the system.
- Act as primary contact with alarm service provider, report troubles, request service and provide updated information on District contacts and procedures.
- Coordinate and process semester division/department keys lists.
- Issue new keys and maintain key records for all District personnel requiring keys.
- Recode and replace worn keys as needed throughout the year; cut hard keys as required.
- Cancel lost keys as required and issue work orders to reprogram locks affected by lost keys.
- Take service calls and issue work orders for lock repairs and programming.
- Interrogate locks to obtain history of access by individual users.
- Oversee the operation and organization of the key shop: maintain inventory of key shop supplies, maintain all files and records regarding the issuing of keys, and perform data entry into the card key system.
- Receive and review work requests.
- Generate work requests using the Facilities work request program.
- Receive incoming telephone and radio calls to the department and take appropriate action, including: contacting appropriate supervisors or the director, dispatching appropriate maintenance personnel, contacting outside vendors for emergency service, preparing work requests or explaining rules, policies and procedures related to requests for services.
- Perform a variety of office clerical duties, including record keeping, filing, typing, copying and document distribution.
- Perform research using paper and electronic records and field investigation to determine the correct key for buildings, rooms, equipment and furniture.
- Perform other duties as assigned that support the overall objective of the position.

QUALIFICATIONS

- **Knowledge and Skills**
 - Knowledge of the District's facilities and event venues, their locations, sizes, amenities and crowd capacities.
 - Knowledge of principles of organization and information management.
 - Knowledge of card key systems, data entry and recordkeeping.
 - Knowledge of intrusion alarm systems.
 - Knowledge of needs associated with various types of event set-ups and support.
 - Requires thorough knowledge of proper English usage, grammar, spelling, and punctuation.
 - Requires interpersonal skills using tact, patience and courtesy.
 - Requires a thorough knowledge of District organization, operations, policies, and objectives.
 - Requires a thorough knowledge of modern office practices, procedures and equipment.

- **Abilities**

Ability to keep accurate records and maintain their security and confidentiality.

Ability to maintain a customer service approach, handling customer concerns and questions in a tactful, service-oriented manner.

Ability to work under pressure, handling multiple tasks in an efficient, orderly manner.

Ability to recognize District security needs in the issuance of keys and alarm codes.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain cooperative and effective working relationships with others.

Ability to work independently with little direction.

- **Physical Abilities**

The incumbent must be able to function indoors engaged in work of primarily a sedentary nature, and to accomplish the following, with or without reasonable accommodation. Requires near visual acuity to write and read printed materials and computer screens. Requires sufficient auditory ability to carry on conversations in person and over the phone, and to hear sound prompts from equipment. Requires the ability to sit, often for long periods of time, to accomplish desk work, turn head and trunk to greet visitors, and to stoop, push, pull and reach to retrieve work materials. Requires the ability to use manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

- **Education and Experience**

Requires the equivalent of two years of post-secondary education and/or training required. Two years of experience in a college setting demanding heavy organizational responsibility and contact with people.

- **Licenses and Certificates**

Requires a valid driver's license.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.