

# Job Description

Position Title: Supervisor, Work Control

Job Family: Facilities

Job Type: Supervisor

FLSA Status: Exempt

Salary Grade: 05

## Position Summary:

The Work Control Supervisor manages the department processing access control and maintenance service requests. The Work Control Supervisor provides efficient key and access services. The Work Control Supervisor provides oversight for the FAMIS work order system used throughout the college and works with staff to increase work order processing efficiencies. The Work Control Supervisor manages and coordinates applicable service contracts. The Work Control Supervisor position is responsible for managing a specialized software system.

## 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. Supervises Facilities service technical support staff. Aids department staff in solving complex systems problems.
2. Manages day-to-day operations, coordinates and supports access, key, and work control operations and systems. Researches, interprets, updates, and maintains a variety of related records and databases. Oversees process for consistency, effectiveness, and compliance.
3. Manages and coordinates applicable service contracts including custodial services. Ensures custodial vendor responds to service requests and performs site visits at intervals allowing understanding of custodial performance, including area visits where service concerns occur with greatest frequency.
4. Researches, interprets, updates, and maintains security records and databases.
5. Establishes, monitors, evaluates, and improves process, procedures and/or standards, ensuring alignment with the College mission, values, goals, objectives, initiatives and local, state, and Federal laws and regulations. Reviews and processes electronic transactions for facilities maintenance, projects, and access accounts, purchase orders, and invoices.
6. Oversees a computerized software system that is flexible in design and adapts to other facilities systems. Leads research to expand work order software use. Performs monthly monitoring of data recorded including the status of work orders, service demands, and resource availability.
7. Audits system data for completeness and integrity for accurate reporting... Responds to requests from both internal and external auditors.
8. Researches, analyzes, and prepares various weekly, monthly and annual reports to ensure Facilities and college goals are met and to understand work order status, service demands and work control staffing resources.

9. Investigates and resolves issues and complaints from students, faculty, staff, and the general public.
10. Troubleshoots systems and applications recommending solutions to resolve both typical and specific process issues. Improves customer service relative to lead times and service satisfaction.
11. Organizes information on processes and procedures, determines if, security and internal controls are adequate to meet objectives, documents existing access and work order processes and analyzes data for improvements. Implements approved changes. Contacts vendor to minimize disruption of services. Provides updates to supervisor regarding system outage.
12. Provides software system training and leads workshops for faculty, staff and/or Facilities personnel on proper system/software use.
13. Serves as an Access and Work Control representative on committees, task forces, or work groups.
14. May provide recommendations regarding reporting methods and reporting practices.
15. May prepare, review, and provide input on technical proposals related to work control/ system software needs.
16. Maintains positive working relationship with internal and external business partners.
17. Participates in hiring, training, and recommending disciplinary action of staff, as necessary.
18. Participates in professional development to ensure knowledge and ability to use all assigned record and database systems is current.
19. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of computer and network operating systems
2. Knowledge of regulatory compliance principles and practices
3. Knowledge of business management and fiscal practices
4. Knowledge of internal and external customer service principles and practices
5. Knowledge and application of organizational and time management principles
6. Skill in analyzing data and drawing conclusions
7. Skill in coordinating and monitoring the work of others
8. Skill in effective communication (both written and oral)
9. Skill in organization, coordination and management
10. Skill in positive, productive and flexible customer service
11. Skill in problem solving
12. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
13. Ability to apply effective and accurate data entry and typing skills
14. Ability to develop and maintain effective and positive working relationships

## Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

## Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

## 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
- Three (3) to Five (5) years of related experience required.
- Five (5) to Eight (8) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience preferred.
- Bachelor's degree in related field 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
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours