

Job Description

Position Title: Supervisor, Work Control

Job Family: Facilities

Job Type: Supervisor

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The Supervisor, Work Control, manages access control, maintenance, financial, budgets, purchasing, grants and payroll management information. Participates in strategies for increasing campus security, and efficiency for providing access. Under the direction of their supervisor, oversees efforts to reduce turnaround for card access, increase work order efficiencies, as well as provides oversight of the Work Order System (FAMIS) used throughout the College. This position will be responsible for performing professional level specialized systems, security and accounting duties requiring application of advanced professional knowledge of security, accounting principles, practices and fiscal management.

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 Services technical support and classified staff. Participates in hiring, training, and recommending disciplinary action of staff, as necessary. Assists department staff in solving complex systems problems.
2. Manages day to day operations, coordination and support for access, key, and work control operations and researches, interprets, updates and maintains a variety of related records and databases.
3. Oversees processes for consistency, effectiveness, and compliance. Researches, interprets, updates, and maintains a variety of financial records, security records, and databases.
4. Establishes, monitors, evaluates, and improves processes, procedures and/or standards, ensuring alignment with the College mission, values, goals, objectives, initiatives and local, state, and Federal laws and regulations.
5. Reviews and processes electronic transactions such as those for facilities maintenance, projects, and access accounts, purchase orders, and invoices
6. Oversees computerized software systems that are flexible in design and adapts to other facilities systems. Leads research into the expanded use of the work order system. Monthly monitoring of data recorded including the status of work orders, service demands, and resource availability.
7. Monitors and reconciles systems data for completeness and integrity for accurate reporting. Recommends audits to correct/update data. Performs monthly monitoring of data recorded including the status of ongoing projects, service demands and available resources.
8. Researches, analyzes, and prepares various administrative reports creating files subject to internal and external audits. Provides weekly, monthly, and annual reports as assigned.

9. Investigates and resolves issues and complaints from students, faculty, administrators, staff, and the general public. Troubleshoots systems and applications recommending solutions to resolve both typical and specific process issues. Improves customer service relative to lead times and service satisfaction.
10. Develops, administers, and monitors department budgets, implementing and allocating resources following budget approval, approving expenditures.
11. Gathers and organizes information on processes and procedures, determining if financial, security and internal controls are adequate to meet objectives, documenting existing access and work order processes and analyzing data for improvements. Implementing approved changes.
12. May contact vendor to minimize disruption of services. Provides updates to supervisor regarding system outage.
13. Provides training on assigned systems and leads workshops for faculty, staff and/or maintenance personnel on proper usage of systems.
14. Serves as an Access and Work Control representative on committees, task forces, work groups, and in meetings to support College strategic plan initiatives, goals, and objectives.
15. Provides reporting support as directed by Facilities Managers and/or Directors to ensure Departmental/College goals are met. May provide recommendations regarding reporting methods and reporting practices.
16. May prepare, review, and provide input on technical proposals and related documents for applicability to College needs.
17. Works closely with Business Services Manager to reconcile and verify accounting accuracy. Maintains positive working relationship with internal and external business partners.
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 regulatory compliance principles and practices
2. Knowledge of business management and fiscal 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 coordinating and monitoring the work of others
7. Skill in effective communication (both written and oral)
8. Skill in organization, coordination and management
9. Skill in positive, productive and flexible customer service
10. Skill in problem solving
11. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
12. Ability to apply effective and accurate data entry and typing skills
13. 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.

- 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.

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 a 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