UNIVERSITY OF SOUTHERN CALIFORNIA

Locksmith Supervisor

Job Code: 180023

**Grade:** J

**OT Eligible:** No

**Comp Approval:** 11/14/2006

**JOB SUMMARY:**
Supervises staff, daily operations and activities of lock shop. Plans, schedules, supervises and coordinates lock shop projects and activities. Trains lock shop staff on Pay for Skills. Administers department budget. Provides leadership and guidance to ensure that high standards of quality, service, and customer satisfaction are maintained.

**JOB ACCOUNTABILITIES:**

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**Supervises lock shop staff.** Screens and interviews applicants and makes hiring decisions. Trains staff and counsels or disciplines as needed. Provides performance feedback and prepares documented appraisals. Determines and/or recommends unit salary administration including raises, promotions and/or reclassifications.

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**Assesses lock shop workload and plans or schedules staff accordingly.** Determines staffing needs for peak volumes and/or special projects and arranges for temporary workers. Authorizes overtime as appropriate. Ensures staff are adequately trained and cross-trained to promote continuity of operations during vacations and extended absences.

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**Trains and supports staff.** Integrates the Pay for Skills program, provides forms and supplies, schedules training, and gives/receives feedback for staff training and development. Verifies completion of Pay for Skills training requirements.

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**Monitors workflow for efficiency and timeliness, sets priorities for projects and activities.** Makes adjustments as needed to meet deadlines and commitments. Schedules staff and organizes work in a logical manner to meet work related deadlines and to ensure efficient operations.

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**Reviews work for quality, completion, accuracy and adherence to internal operating policies and procedures.** Addresses errors and problems and provides feedback.

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**Provides technical assistance to staff for training purposes and for problem-solving.** Provides background and implements, interprets departmental policies, procedures and guidelines.

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**Determines costs of equipment, materials and supplies and prices accordingly.** Orders materials, supplies, and equipment. Liaises with vendors on issues related to products, services and delivery.

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**Maintains specialized equipment and provides training for staff and/or student workers on utilization of equipment.** Makes minor repairs and/or coordinates with vendors for preventive maintenance, repairs and/or enhancements. Researches and prepares recommendations for acquisitions of specialized equipment.

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**Contributes to the development of policies, procedures and internal systems which support the work of the unit.** Defines needs and coordinates the development of manual and/or automated systems to facilitate workflow.
Ensures records are kept up-to-date and maintained in accordance with applicable regulations. Oversees FAMIS Key Control data implementation and audits data for accuracy.

Maintains unit statistics on productivity and generates reports for review by manager. Prepares standing and/or ad hoc reports for management. Gathers data, determines report format and generates information.

Plans and administers income and expense budgets. Develops projections. Tracks actual income and expenses and adjusts operating plans to address variances.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: [ ] No
[ ] Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

High School or equivalent
Specialized/Technical Training

**Minimum Experience:**

6 Years

**Minimum Field of Expertise:**

Thorough knowledge and understanding of master-keying and lock shop operations. Understanding of all aspects of performing locksmith duties with progressive leadership/management/supervision experience. Demonstrated ability to lead and motivate a diverse workforce.

**Preferred Education:**

Associate’s Degree

**Preferred Experience:**

7 Years

**Skills:**

Other:
Analysis
Assessment/evaluation
Budget control
Communication -- written and oral skills
Conflict resolution
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Organization
Planning
Problem identification and resolution
Scheduling
Staff development
Statistical analysis
Supervisory Skills
Teaching/Training

Skills: Machine:
Calculator
Computer Network (Department or School)
Computer Network (University)
Computer Peripheral Equipment
Fax
Personal Computer
Photocopier

Skills: Trade/Auxiliary:
Estimate materials costs
Estimate materials required for specific job components
Identify technical and equipment problems related to trade
Initiate work orders
Maintain records, logs, etc.
Prepare reports and/or maintenance records
Purchase materials and services
Read, interpret, and comprehend design drawings, blueprints, plans, specifications, and/or sketches

Supervises: Level:
Supervises employees and student workers
Trains employees on specific skills and tasks as required.

Supervises: Nature of Work:
Service/Maintenance

Comments:
Valid California Driver's License required. Must own designated hand tools.
SIGNATURES:

Employee: __________________________  Date: __________________________
Supervisor: __________________________  Date: __________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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