



JOB INFORMATION

<i>Job Code:</i>	180023
<i>Job Title:</i>	Locksmith Supervisor
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.; Trains employees on specific skills and tasks as required.
<i>Job Family:</i>	Trades/Maintenance
<i>Job Family Group:</i>	Facilities Management and Construction
<i>Management Level:</i>	6 Supervisor

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 QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
X		Specialized/technical training	
	X	Associate's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		6 years	
	X	7 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Thorough knowledge and understanding of master-keying and lock shop operations.
X		Understanding of all aspects of performing locksmith duties with progressive leadership/management/supervision experience.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated ability to lead and motivate a diverse workforce.

Licenses

Req	Pref	License(s)
X		Valid California Driver's License

Other Job Factors

- Must own designated hand tools.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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 (e.g., raises, promotions, reclassifications).				
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.				
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.				
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.				
Reviews work for quality, completion, accuracy and adherence to internal operating policies and procedures. Addresses errors and problems and provides feedback.				
Provides technical assistance to staff for training purposes and for problem-solving. Provides background and implements, interprets departmental policies, procedures and guidelines.				
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.				
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.				
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.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.