#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Locksmith Coordinator

**Job Number:** SB-037 | VIP: 1335

**Band:** OPSEU- 9

**Department:** Facilities Management

**Supervisor Title:** Manager, Facility Services

**Last Reviewed:**  February 15, 2023

#### **Job Purpose:**

Reports to the Manager of Facility Services, the incumbent is to coordinate and provide professional locksmith services to the Trent University community. The Locksmith must preserve maintain and strengthen the integrity of the University’s restricted master keyway system. Services include, but are not limited to, repair and maintenance of locks, door closures, door hardware, repining locks as well as cutting and duplicating keys. This position is also responsible for the procurement of all doors and operationally related hardware. The Locksmith is also responsible for coordinating contractors for door and/or lock specific projects, including the install and maintenance of all Axiom control hardware. The Locksmith is also responsible for maintaining strict confidentiality regarding all information surrounding the contents and occupants of Trent University’s buildings on campus. This position is essential in maintaining the safety and security of all buildings and occupants on Trent University’s campus

#### Key Activities:

##### Locksmith Related Duties

* Responsible for installation and repair multiple locking, door closing and hardware systems throughout campus in a time sensitive manner. Cut and duplicate keys for authorized personnel within the restricted key system.
* Maintains and upholds a restricted master key system with reference to the University’s key policy and procedures.
* Provides emergency service for lost master keys and/or repair of locks.
* Procures and coordinates estimates for all doors and door related hardware for Trent University and its portfolio of buildings and related assets.
* Receives, delegates, and performs demand work through the internal CMMS
* Required to have excellent skill set for trouble shooting and problem-solving lockouts and emergency situations.
* Certifies accuracy of records for newly cut keys (Key Wizard Program).
* Manage up to date records of core locations and key pitting for all locks per building across campus.
* Schedule delegated work in priority sequence.
* Trains staff when additional services are required.
* Must maintain and forward all division specific paperwork (invoices and work orders).
* Responsible for repairs and replace locks and keys on filing cabinets, display cases and desk drawers.
* Cross reference access authorization database to ensure proper restrictions prior to key creation/duplication and distribution.
* Develop procedures to increase productivity.
* Install, program and maintain electronic door keypads (KP Sargent Keypad).
* Certified to install and maintain electronic door hardware (IN100 and IN120).
* Provides emergency service for “lockouts” as well as “entrapments”.
* Relied upon for after hours consultation calls as well as all after hours service on an emergency call in basis.
* Responsible for coordinating as well as overseeing contractors to maintain and install Axiom and BESAM door operating hardware.
* Maintains a safe and clean working environment (Lock Shop as well as job sites).
* Assist the General Maintenance Workers when required for moving furniture, painting as well as snow removal (occasionally required to be on call).

**Project Management**

* Develop detailed hardware specifications for renovations and all major capital projects in accordance with Trent’s Access Control Policy.
* Designs and implements building specific key schedules for existing and newly built buildings on campus.
* Provides professional expertise for door hardware, locking hardware as well as building code specific exiting devices in all newly constructed facilities.
* Ensures compliance with the Ontario Building Code (OBC) as well as the Accessibility for Ontarians with Disabilities Act (AODA), when reviewing blueprints and building specs.
* Liaise with architects, engineers, project managers, department managers, developers, suppliers, manufactures to meet the need of Trent community.
* Develop estimates for in-house renovations as well as major capital projects.

#### Education Required:

* 2 years of University, College or Technical school training in a related field as well as a Locksmith certification.

#### Experience/Qualifications Required:

* 4 years minimum experience as a Locksmith with emphasis on work related to a University setting required.
* 2 years experience directly supervising a group of individuals.
* Strong organizational, technical, and interpersonal communication skills.
* Ability to work with minimal supervision.
* Demonstrated ability to work in confidential capacity.
* Demonstrated ability to multi-task and prioritize work.
* Specific knowledge of blueprint reading.
* Specific knowledge of Ontario Building Code as well as the Accessibility for Ontarians with Disabilities Act.
* Specific knowledge of procedures for estimating costs of material and labour.
* Computer skills required, Microsoft Office, Key Wizard and Persona.
* Must be physically capable of lifting/handling heavy materials. (50+ LBS)
* Demonstrated skills in, and commitment to, customer service and continuous improvement.
* Must hold a valid Ontario Driver’s Licence – class ‘G’ minimum.
* Criminal Record Check (dated within the last 6 months) will be required as a condition of employment. This check is at the cost and responsibility of the applicant.

#### Supervision:

**Responsibility for the Work of Others**

Direct Responsibility

* Supervision of seasonal student employees.

Indirect Responsibility

* Lead hand to Assistant Locksmith.
* Oversees external contractors, provide escorts throughout campus as well as ensure completed work meets Trent University’s standards.

**Job Evaluation Factors:**

**Analytical Reasoning**

Must have exceptional problem-solving skills, which consistently need to be applied quickly and tactfully in real time

High Security Keying System

* Trent University is currently operating with two high security key systems which requires the ability adapt new methods to current and established procedures. Develop new ways to integrate both systems and maintain functionality of each system require the ability to work within established policies and create new, more functional solutions.

Access Control

* Analysis and evaluation required to determine where electronic access control is required. Considering functionality along with end user needs determines where the install is required.

Daily Responsibilities

* Thoughtful reasoning is to be applied to properly determine proper priority of daily duties. Daily duties will routinely be interrupted with potential high priority needs attached to them, problem solving, and tactful reasoning needs to be applied to know when to stop one job and quickly move to another.

**Decision Making**

Decisions are made throughout daily responsibilities within the framework of established procedures. There are also decisions made in regard to daily responsibilities that are made with minimal or no supervision. All decisions made have a direct impact on end users and carry potential safety or risk factors with them.

Daily Responsibilities and Project Related

* Capital projects, new buildings and renovations require decisions on current and future key model/scheduling within Trent’s master key system
* Decisions on work priorities each day as well as selecting the most efficient and effective repair method
* Decisions made to add new keyways within the existing key matrix
* Makes decisions and recommendations for door placement and hardware required for in house renovations and capital renovations
* Daily decisions on shop inventory, when to replace and when to move towards new product
* Solely responsible for making decisions surrounding after hours call ins, when to deem a consultation call appropriate as opposed to attending campus in person to resolve an issue.
* Determines the investigative steps to take in regard to lost keys and emergency lock replacements
* Applies knowledge of Trent Access and Control Policy, OBC as well as AODA regulations to make consistent decisions on hardware, door sizing as well as the need for accessibility hardware throughout campus
* Utilizes purchasing policies to determine appropriate contract selection when soliciting quotations or job bids

**Impact**

Consequences of providing an improper repair or install can result in spaces left insecure or even inoperable to all campus occupants (students, staff, faculty and visitors). Any error has the potential to carry large financial implications as well result in potential loss of occupant property, university property (physical and intellectual) as well as bring upon corresponding civil liability, all of which can have a negative impact on the reputation of the institution.

Solely relied upon for service after hours and weekends, during university shutdowns as well as statutory holidays deem this position essential for regular operations of the university.

Improper selection of door hardware or errors in key schedules, door specifications as well as shop inventory can have significant financial impact on project and or departmental budgets.

Poor attention to detail when updating the Key Wizard Database can result in unaccounted and undocumented keys, which can again lead to potential loss of occupant property, university property (physical and intellectual) as well as bring upon corresponding civil liability, all of which can have a negative impact on the reputation of the institution.

**Communication**

Internal

* Vice Presidents 🡪 project concerns as well as end user information
* Associate Vice Presidents 🡪 project concerns, end user information, cost saving initiatives, policy updates, budgetary concerns
* Directors 🡪 project concerns, end user information, cost saving initiatives, policy updates, budgetary concerns,
* Faculty 🡪 Day to day concerns, end user information, policy updates (when to and how to fill out key authorization forms)
* Managers 🡪 Daily communication (verbal, email, text), receive work/daily duties, send completed jobs, purchase explanations, provide recommendations for projects,
* Security 🡪 phone consultations, main after hours contact (verbal, email, text),
* Front Line staff 🡪 Daily communication regarding work updates and or lock changes, new keys, demonstration on keypads operations, etc…
* Students 🡪 lost keys, directions on key pick up, door functions, lock functions

External

* Hired Contractors 🡪 obtaining quotations, directing work, escort around campus, billing questions or inconsistencies,
* Consultants/Project Manager/General Contractors 🡪 providing job related insight, advise of key and access policies
* Architects/Engineers 🡪 explanation of hardware specifications, key schedules
* Code Regulators 🡪 consultation on code compliance
* Suppliers 🡪 placing orders, invitation and scheduling of in-service training
* Campus Visitors 🡪 provide directions, answer questions

**Motor/Sensory Skills**

* **Fine Motor Skills**
  + Dexterity
    - Assembling and loading springs and pins in to lock cylinders
    - Removing, refurbishing and reinstalling door hardware
    - Lock picking
    - Cutting or duplicating keys
* Visual
  + Identification of small numbering and lettering on keys and lock cylinders

**Effort**

* **Mental Effort**
  + Sustained Attention
    - Data entry on the computer as well as historical data paper record upkeep
* Lock Cylinder Fabrication
  + Implementation of the equation necessary for lock pinning numbers
* **Physical Effort**
  + Kneeling
    - Fixing door hardware
  + Climbing
    - ladders
  + Extended reaching
    - Accessing supplies/hardware
  + Standing
    - Cutting keys
  + Lifting
  + Snow shovelling
  + Moving furniture
  + Painting

**Working Conditions**

* **Psychological Conditions**
  + Sustained Attention
    - Time pressure on changing deadlines and responsiveness to emergency call ins
    - Requirement to respond to calls form staff, students and faculty for key or door issues
    - Lack of control over pace and volume of work, can be dealing with expectations of immediate responses/fixes
    - Multiple competing demands and conflicting work priorities
    - Changing deadlines because of peak times (August- October, April-May)
* **Physical Conditions**
  + Noise
    - Key duplicating and key cutting machines (ITL 9000, Bravo 3, Marker 2000)
  + Vibrations
    - Utilizing power tools (power drills, bench grinder)
  + Sharp Objects
    - Dangerous metal shards
  + Constrained spaces
  + Extreme Heat and Cold
    - Travelling in and out of multiple buildings
    - Snow shovelling