

ACCESS CONTROL ASSISTANT

DEFINITION OF WORK: Under general supervision, performs full-performance level, responsible clerical work of a confidential nature involving card access administration of the central door lock system. Performs tasks requiring interpretation and adaptation of agency procedures, policies, and practices regarding card access administration. A characteristic of this position is to communicate agency policy and procedure with authorized agency representatives. Performs related work as required.

ESSENTIAL JOB FUNCTIONS

- Receives and processes applications for door lock access cards with authorized agency representatives.
- Reviews and analyzes application information and consults with supervisor to address problems, questions, and special access (non-traditional) rights.
- Informs supervisor or his or her designee of specific problems/complaints and work in conjunction with the supervisor to correct specific problems/complaints.
- Reports immediately any misuse and/or abuse of the central door lock system to the supervisor or his or her designee.
- Enters cardholder information into central server database via a video display terminal and assigns appropriate access rights; validates information and then issues card to the properly authorized agency representative.
- Confers with the properly authorized agency representative s to ensure employees have appropriate access for weekends and holidays.
- Maintains accurate documentation of all issued cards and modification as requested by appropriate supervisory personnel.
- Prepares various reports on card activity by reader, site, or card as requested by supervisor or management.
- Assists contracted vendor in adding new readers and reader specific access rights to the system.
- Develops and prepares various ad hoc reports as requested by management or supervisory personnel in various departments.
- Receives monies for lost or stolen access cards and forward monies to appropriate agency; maintains accurate documentation of receipt of monies.
- Performs back-up of central server and submits data for off-site storage.
- Performs in-service training for new officers and contract employees in the operation of the central monitoring point.
- Assists the supervisor or his or her designee in developing or modifying procedures and processes.
- Serves as backup to Division's administrative support staff and police telecommunicator when requested.

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ACCESS CONTROL ASSISTANT (CONT'D)

REQUIRED COMPETENCIES

Knowledge of regulations, processes and procedures in the area of assignment.

Knowledge of general office practices and procedures.

Knowledge of State organizational structure.

Knowledge of State Capitol Complex structure.

Skill in the operation of a video data terminal and database entry.

Ability to effectively communicate with a wide variety of individuals.

Ability to establish and maintain effective working relationships with others.

Ability to maintain records in an effective, confidential and secure manner.

Ability to understand and effectively carry out oral and written directions/instructions.

MINIMUM QUALIFICATIONS

Training: Graduation from a standard high school or the equivalent.

Experience: Two years of full-time or equivalent part-time paid experience performing office work.

Substitution: College hours, related business, or vocational training may be substituted through an established formula for the required experience.

Established: 11/18/04

Effective: 1/1/05