

ACCESS CONTROL COORDINATOR

DEFINITION OF WORK: Under general supervision, performs administrative work of a confidential nature in coordinating the card access activities of the central door lock system. Performs tasks requiring interpretation and adaptation of agency procedures, policies, and practices regarding card access administration, relating information and conferring with agency card coordinators. A characteristic of this position is to communicate with authorized agency representatives. May serve as lead worker. Performs related work as required.

ESSENTIAL JOB FUNCTIONS

Coordinates with authorized agency representatives the receiving and processing of applications for door lock access cards.

Troubleshoots problems/complaints and initiate methods to correct; informs director or his or her designee of suggested methods to correct specific problems/complaints.

Reviews and analyzes application information and consults with management when necessary to address problems, questions, and special access (non-traditional) rights.

Develops or modifies procedures and processes, in conjunction with the director or his or her designee.

Reports immediately any misuse and/or abuse of the central door lock system to the director 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 representatives 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 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.

Serves as backup to police telecommunicator and division's administrative support staff when requested.

May serve as lead worker over clerical staff.

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ACCESS CONTROL COORDINATOR (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.
Ability to lead and direct the work of others.

MINIMUM QUALIFICATIONS

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

Experience: Four years of full-time or equivalent part-time paid experience performing complex 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